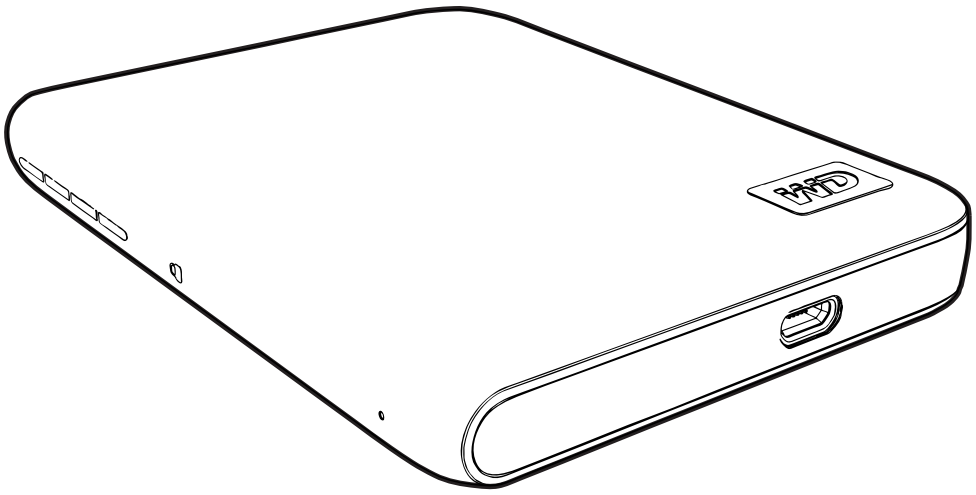
External Portable

My Passport™ Elite™

Ultra-portable Hard Drive

User Manual



Western Digital®

WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at *support.wdc.com*. If the answer is not available or if you prefer, please contact WD at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product as instructed in “Registering Your Drive” on page 38.

Accessing Online Support

Visit our product support website at *support.wdc.com* and choose from these topics:

- **Downloads** - Download drivers, software, and updates for your WD product.
- **Registration** - Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services** - Get Warranty, Product Replacement (RMA), RMA Status, and Data Recovery Information.
- **Knowledge Base** - Search by keyword, phrase, or answer ID.
- **Installation** - Get online installation help for your WD product or software.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		Asia Pacific	
English	800.ASK.4WDC (800.275.4932)	Australia	1 800 42 9861
		China	800 820 6682/+65 62430496
Spanish	800.832.4778	Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU (00800 27549338)	Indonesia	+803 852 9439
		Japan	00 531 650442
		Korea	02 703 6550
Europe	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
Middle East	+31 880062100	Philippines	1 800 1441 0159
Africa	+31 880062100	Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

* Toll free number available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

Table of Contents

WD Service and Support ii
Accessing Online Support ii
Contacting WD Technical Support ii

1 About Your WD Drive 1

Major Features of the Drive 1
Kit Contents 2
Optional Accessories 2
Compatibility 3
Drive Format 3
Physical Description 3
Indicators 3
USB 2.0 Interface 4
Registering Your WD Product 4
Handling Precautions 4

2 Connecting the Drive and Getting Started 5

Connecting the Drive 5
Installing the Drive 6
Installing on Windows XP 7
Installing on Windows Vista/Windows 7 9
Getting Started With WD SmartWare Software 11
WD SmartWare Overview 13
WD SmartWare Home Screen 13
Viewing the Info/Online Help Topics 15

3 Backing Up Your Computer Files 16

About Backing Up Your Computer Files 16
Backing It All Up 18
Selecting Specific Content to Back Up 20
Changing the Backup Software Settings 21

4 Retrieving Backed Up Files 24

About Retrieving Files 24
Retrieving a File 24
Retrieving a Folder 27
Retrieving an Earlier Version of a File or Deleted Files 27
Retrieving All of Your Content 27

5 Locking and Unlocking Your Drive 28

Password Protecting Your Drive 28
Unlocking Your Drive 30

Unlocking Your Drive With the WD SmartWare Software 30
Unlocking Your Drive Without the WD SmartWare Software 31
Turning Off the Drive Lock Feature 32
Changing Your Password 32

6 Managing and Customizing Your Drive 33

WD SmartWare Icon 33
Opening WD SmartWare Software 33
Checking Status and Temperature 34
Monitoring Icon Alerts 34
Disconnecting the Drive Safely 35
Customizing Your Software Settings 35
Setting the Preferences Options 36
Customizing Your Drive Settings 37
Setting the Drive Sleep Timer 39
Erasing Your Drive 39
Uninstalling the WD SmartWare Software 40
Windows XP 40
Windows Vista or Windows 7 40

7 Checking Drive Health 41

8 Using the Drive with a Mac 43

Reformatting the Drive 43
Installing on a Mac OS X Tiger/Leopard/Snow Leopard 43
Enhancing Performance with WD +TURBO 45
Using the WD SmartWare Icon 47
Opening WD SmartWare Software 47
Dismounting the Virtual CD 49
Safely Dismounting the Drive 49
Displaying the Status, Serial Number, and Temperature 50
Unlocking the Drive Manually 51
WD SmartWare Software is Not Available 51
Your Computer Exits Sleep Mode 51
Uninstalling WD SmartWare Software 52

9 Troubleshooting 54

Installing, Partitioning, and Formatting the Drive 54
Frequently Asked Questions 54

A Installing an SES Driver 56

Windows XP 56
Installing the Driver Automatically 56
Installing the Driver Manually 57
Windows Vista 59

Installing the Driver Automatically 59
Installing the Driver Manually 59
Windows 7 61

B Compliance and Warranty Information 64

Regulatory Compliance 64
FCC Class B Information 64
ICES-003/NMB-003 Statement 64
Safety Compliance 64
CE Compliance For Europe 64
KCC Notice (Republic of Korea only) 65
Environmental Compliance (China) 65
Warranty Information 65
Obtaining Service 65
Limited Warranty 65

Index 67

1

About Your WD Drive

Welcome to your My Passport™ Elite™ ultra-portable hard drive, an elegant, high-capacity storage solution for all the chapters of your digital life. Our latest edition is packed with features: automatic, continuous backup, password protection, a capacity gauge, and a convenient grab-and-go USB dock.

This introductory chapter includes the following topics:

Major Features of the Drive
Kit Contents
Optional Accessories
Compatibility
Drive Format
Physical Description
Registering Your WD Product
Handling Precautions

Major Features of the Drive

Major features of the My Passport Elite drive include:

Smaller, sleeker, more streamlined design - We've designed a smaller, high-quality integrated USB hard drive inside a stylish package in a variety of fun colors.

WD SmartWare™ software - An easy-to-use solution for your drive that gives you the power to:

- Protect your data automatically - Relax! Your data is secure. Automatic, continuous backup will instantly make a second copy whenever you add or change a file.
- See your backup as it happens - Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Bring back lost files effortlessly - Retrieve your valuable data to its original location whether you've lost all your data, deleted a file, or just overwritten an important file.
- Take control - Customize your backup, set drive security, run diagnostics, manage the power settings, and more from the WD SmartWare control center.

Drive lock - Gain peace of mind knowing that your data is protected from unauthorized access or theft with password protection and 256-bit hardware-based encryption.

Capacity gauge - Connect the drive to your computer and see at a glance how much space is available on your drive.

Ready to plug-and-play with Windows PCs - Formatted NTFS for compatibility with all Windows operating systems.

USB 2.0 interface - A simple connection that offers convenience and compatibility among multiple computers.

Grab-and-go docking station. Convenient one-hand connection to your computer.

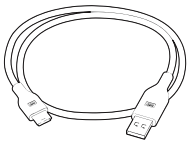
Powered directly from the USB port on your computer - No separate power supply is needed. (An optional cable is available for the few computers that limit power from the USB port.)

Planet friendly - We designed a small box from recycled materials to minimize waste. We encourage you to recycle it.

Important: For the latest WD product information and news, visit our website at *www.westerndigital.com. For the latest software, firmware, and product documentation and information, go to http://products.wdc.com/updates.*

Kit Contents

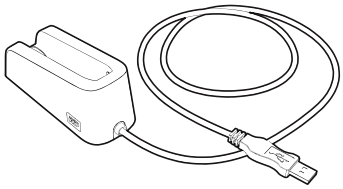
- My Passport Elite Ultra-portable Hard Drive
- WD SmartWare software (included on drive)
- USB micro cable
- Quick Install Guide
- My Passport Dock



USB Micro Cable

My Passport Elite Ultra-portable Hard Drive

Quick Install Guide



My Passport Dock

Optional Accessories

You can use the following accessories with the WD My Passport drive:

- A special cable that may be needed for computers with limited bus power
- Replacement or additional micro cables

For information on optional accessories for this product, visit:

US	www.shopwd.com or www.wdstore.com
Canada	www.shopwd.ca or www.wdstore.ca
Europe	www.shopwd.eu or www.wdstore.eu
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit *support.wdc.com* and see Knowledge Base Answer ID 1048.

Compatibility

Windows®

- Windows XP®
- Windows Vista®
- Windows 7®

Mac® OS X®

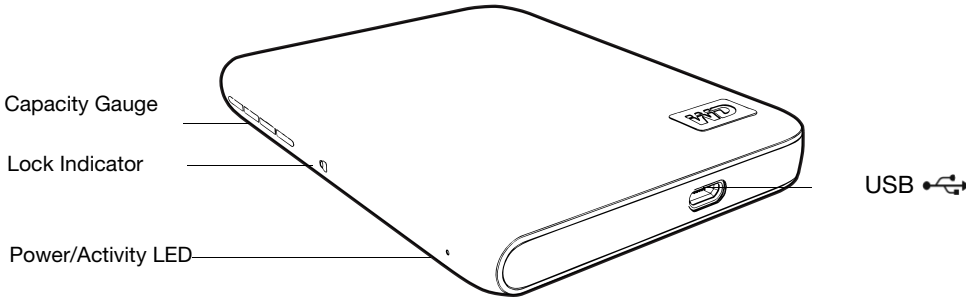
- Tiger®
- Leopard®
- Snow Leopard™

Important: For highest performance and reliability, install the latest updates and service pack (SP). For Windows, go to the **Start** menu and select **Windows Update**. For Mac, go to the **Apple** menu and select **Software Update**.

Drive Format

Your My Passport Elite drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. If you wish to use this drive with a Mac system, see “Reformatting the Drive” on page 43, and “Troubleshooting” on page 54.

Physical Description



Indicators

Indicators are located on the spine of the device.

Capacity Gauge. The capacity gauge consists of four sections that fill from right to left (if the drive is horizontal) or bottom to top (if the drive is vertical) to indicate space used on the drive during the power-on state. Each section represents approximately 25 percent of drive capacity. The numerical display indicates the percentage of capacity available.

Segment	% Filled
1	0-24.99
2	25-49.99
3	50-74.99
4	75 ≥

The gauge displays the capacity used only if the WD SmartWare software is installed and running on your computer.

Power/Activity LED. The power/activity LED indicates the drive's power state and activity. The LED indicator functions as shown in the table below.

Appearance	Description
On steady	Idle
Fast flashing (for approx. 3 times per second)	Activity
Slow flashing (approx. every 2.5 second)	System standby

Lock Indicator. The lock Indicator indicates whether the user has set a password on the drive. It is turned off only when you remove the password from the drive, or the drive loses power.

USB 2.0 Interface

Hi-Speed USB (USB 2.0) supports data transfer rates up to 480 Mb/s. USB 2.0 is backward-compatible with USB 1.1. Connection to a USB 1.1 port transfers data at USB 1.1 speed (up to 12 Mb/s).

Registering Your WD Product

Register your WD product to get the latest updates and special offers. You can easily register your drive using WD SmartWare software, as described in "Registering Your Drive" on page 38.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock, or vibration. Be aware of the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the device.
- Do not move the device during activity.

2

Connecting the Drive and Getting Started

This chapter provides step-by-step instructions for connecting and installing the drive on your computer. It includes the following topics:

Connecting the Drive
Installing the Drive
Getting Started With WD SmartWare Software
WD SmartWare Overview
WD SmartWare Home Screen
Viewing the Info/Online Help Topics

Connecting the Drive

Connect your My Passport drive as described below.

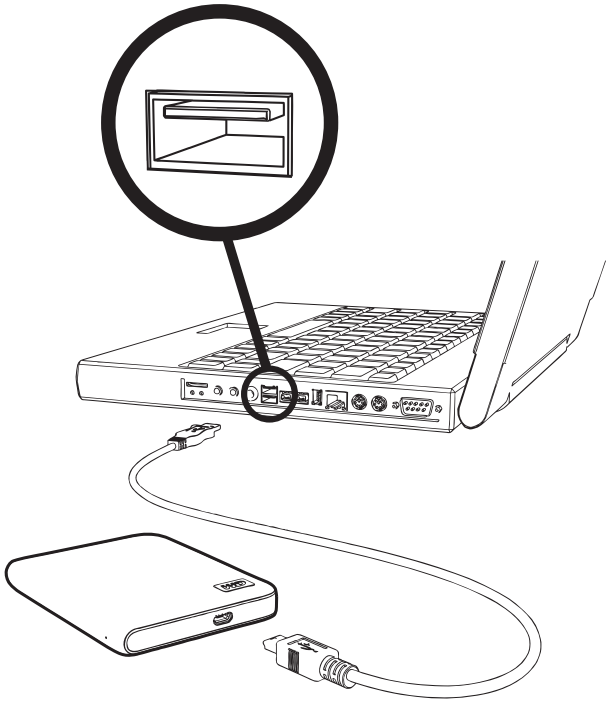


Figure 1. Connecting the My Passport Drive with USB Micro Cable

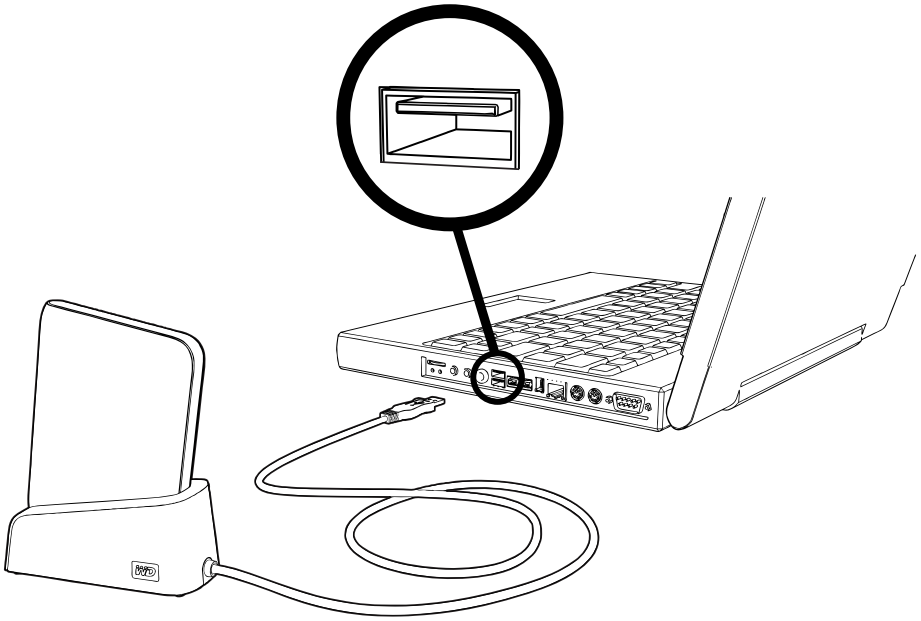


Figure 2. Using the My Passport Dock to Connect the Passport Drive

1. Turn on your computer.
2. To connect directly to your computer, connect the USB cable as shown in Figure 1 on page 5.
3. To connect to your computer using a My Passport Dock, connect the USB cable of the dock to the computer, as shown in Figure 2.

Installing the Drive

The following topics provide directions on installing the drive for the first time. Continue with the section below that applies to your operating system:

- "Installing on Windows XP" on page 7
- "Installing on Windows Vista/Windows 7" on page 9

Note: For information about installing the drive on a Mac, see "Using the Drive with a Mac" on page 43.

Installing on Windows XP

1. After you physically connect the drive as shown in Figure 3, the Found New Hardware Wizard screen displays. Click **Cancel** to bypass the wizard.

Note: The WD SmartWare software will install the appropriate driver for this drive.

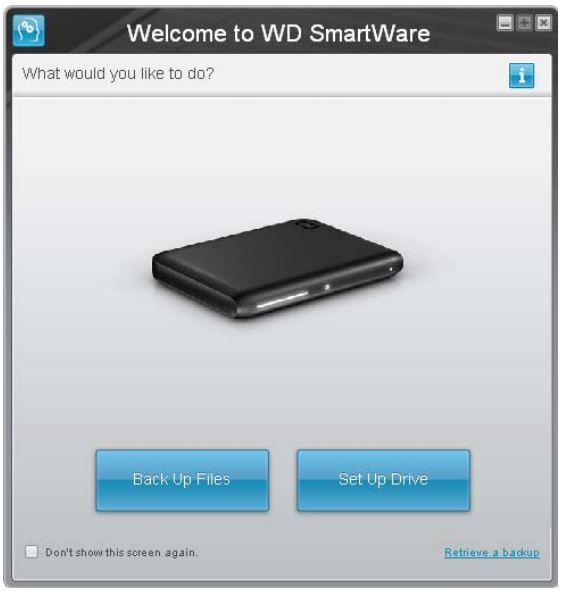
Figure 3. Found New Hardware Wizard

2. If Autorun (AutoPlay) is enabled on your computer, the Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated. Continue to step 4.

3. If Autorun (AutoPlay) is disabled on your computer, install the software manually:
   a. Open My Computer.
   b. Double-click the WD SmartWare virtual CD, which is listed under Devices with Removable Storage.

Note: WD SmartWare software is provided in the form of a virtual CD (VCD) drive on your My Passport drive. The VCD displays on your desktop and behaves just like a physical CD. To view the contents of the VCD, such as the documentation and some extra programs, right-click and select **Open**.

The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.



4. Continue to “Getting Started With WD SmartWare Software” on page 11.

Note: If you do not want to install the WD SmartWare software, see “Installing an SES Driver” on page 56 instead.

Installing on Windows Vista/Windows 7

After the drive is physically connected, depending on your computer setup, two or three screens may pop up.

1. If Autorun (AutoPlay) is enabled on your computer:
   a. On the Found New Hardware screen, click **Cancel**.

Figure 4. Found New Hardware Screen

   b. On the AutoPlay screen, click the **Run WDSmartWare.exe** button:

Figure 5. AutoPlay Screen

The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.

c. Continue to “Getting Started With WD SmartWare Software” on page 11.

Note: If you do not want to install the WD SmartWare software, see “Installing an SES Driver” on page 56 instead.

2. If Autorun (AutoPlay) is disabled on your computer:

a. If the Found New Hardware screen (Figure 4 on page 9) appears, click **Cancel**.

The WD SmartWare virtual CD drive is listed under Devices with Removable Storage.

b. Double-click the WD SmartWare virtual CD.

Note: WD SmartWare software is provided in the form of a virtual CD (VCD) drive on your My Passport drive. The VCD displays on your desktop and behaves just like a physical CD. To view the contents of the VCD, such as the documentation and some extra programs, right-click and select **Open**.

The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.

c. Continue to “Getting Started With WD SmartWare Software” in the following section.

Note: If you do not want to install the WD SmartWare software, see “Installing an SES Driver” on page 56 instead.

Getting Started With WD SmartWare Software

After you select either **Back Up Files**, **Set Up Drive**, or **Retrieve a backup**, the software will guide you through a simple two-step WD SmartWare software installation process. If a newer version of software is available the system will automatically alert you. WD highly recommends using the latest version of software, especially on a new installation.

After the installation is complete, the WD SmartWare software will either:

- Guide you through:
  - Backing up your files (see Figure 6 on page 12 and “Backing Up Your Computer Files” on page 16)
  - Setting up your drive security (see Figure 7 on page 12 and “Password Protecting Your Drive” on page 28)
- Display the Home screen (see Figure 8 and “WD SmartWare Overview” on page 13):

  Note: The initial Backup and Drive Settings screens only appear one time—the first time you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.

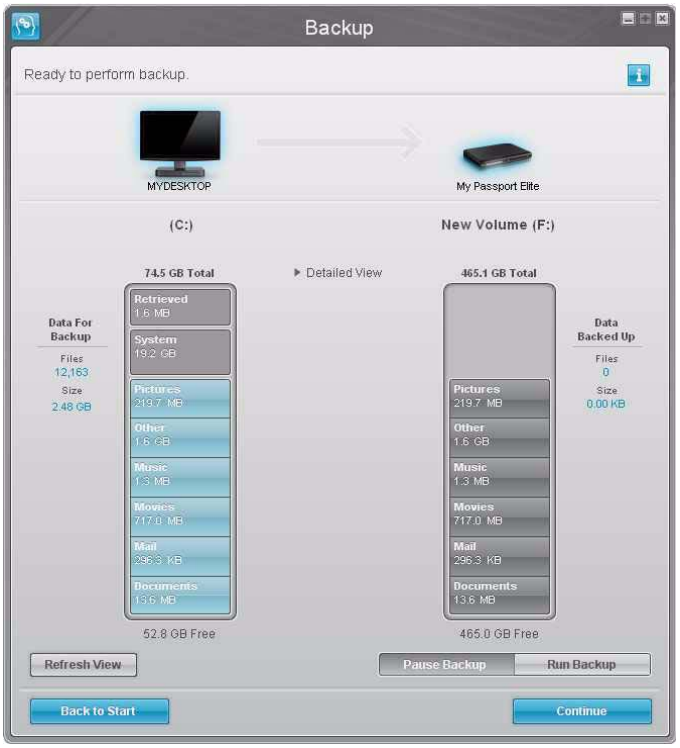


Figure 6. Initial Backup Screen

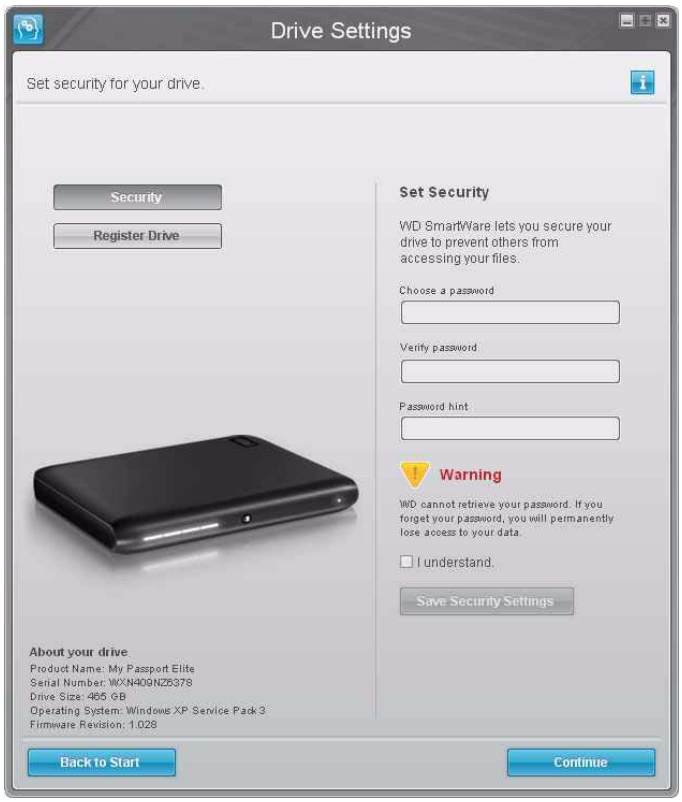


Figure 7. Initial Drive Settings Screen

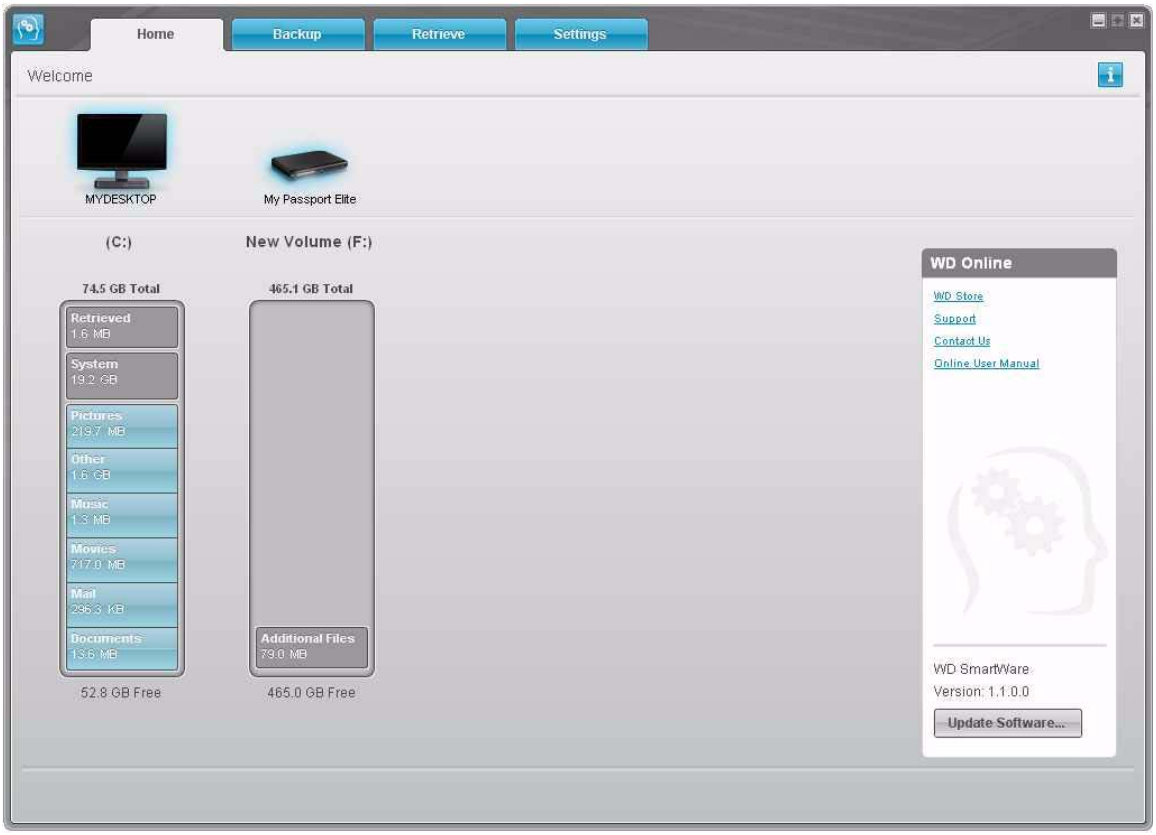


Figure 8. Home Screen

WD SmartWare Overview

WD SmartWare software is an easy-to-use tool that gives you the power to:

- Secure your drive—In drive settings, create a password to protect your encrypted drive from unauthorized access or data theft.
- Protect your data automatically—Automatic, continuous backup instantly makes a copy whenever you add or change a file.

  Note: Automatic backup protection is continuous for as long as your My Passport drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

- See your backup as it happens—Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Retrieve lost files effortlessly—Bring back your valuable data to its original location whether you've lost all your data or just overwritten an important file.

WD SmartWare Home Screen

The WD SmartWare Home screen (available after installation and the initial backup and security setup) provides four tab-selected options:

- Home—Provides a Content Gauge that shows the capacity and content of each hard drive in or connected to your computer (see Figure 8)
- Backup—Manages existing backups or creates new backups of your important data, including movies, music, documents, e-mail, and pictures (see Figure 9 on page 17)

- Retrieve—Brings back valuable data that has been lost or overwritten (see Figure 12 on page 25)
- Settings—Manages security, diagnostics, power settings, and backup parameters (see Figure 10 on page 21)

On the Home screen, you can modify the primary drive being categorized with the drop-down selection box under the name of your computer. By selecting a different drive, the system will identify the categories of files on that drive. Then click the:

- **Backup** tab to back up files from the selected drive to your My Passport drive
- **Retrieve** tab to retrieve backed up files from your My Passport drive to any location on your computer

In the Content Gauge for your computer's hard drive, all of your files that are available for backup are shown against a blue background in six categories where:

This file category	Includes files with these extensions
Documents	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions
Mail	.mail, .msg, .pst., and other mail extensions
Music	.mp3, .wav, .wma, and other music extensions
Movies	.avi, .mov, .mp4, and other movie extensions
Pictures	.gif, .jpg, .png, and other picture extensions
Other	Others that do not belong in the five main categories

For a complete list of all included file extensions, search for Answer ID 3644 in the WD Knowledge Base at *http://support.wdc.com*.

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files like .tmp and .log files.
- The **Retrieved** category, also shown against a dark gray background, shows the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the cursor over a category displays the number of files in the category.

In the Content Gauge for your My Passport drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

Note: The small number of files that are shown in the **Additional Files** category when you first install the WD SmartWare software—before performing your first backup—represent the system and hidden files that your computer's operating system put there when you installed the drive.

Viewing the Info/Online Help Topics

Each WD SmartWare screen provides easy access to online help information to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do on any screen, just click the info/online help icon in the upper-right corner of any screen:

To close the info/help screen after reading the online help, click the X icon in the upper-right corner of the screen.

3

Backing Up Your Computer Files

This chapter includes the following topics:

About Backing Up Your Computer Files
Backing It All Up
Advanced Backup Capabilities

About Backing Up Your Computer Files

The WD SmartWare software automatically and continuously backs up all of the content (music, movies, photos, documents, e-mail, and other files) on your computer to your My Passport drive.

Note: One installation of the WD SmartWare software supports up to three backup drives that are configured with WD SmartWare software.

After the WD SmartWare software categorizes the different types of content you own, simply clicking the **Run Backup** button will back all of them up. Advanced users can select specific types of content to back up.

After performing a backup, the WD SmartWare software protects your files by backing up any:

- New file that is created on your computer or copied to your hard drive
- Existing file that is changed in any way

This protection is automatic—the WD SmartWare software does it for you without any action on your part—just make sure to leave your My Passport drive connected to your computer.

Note: Automatic backup protection is continuous for as long as your My Passport drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

Additionally, the Backup screen (see Figure 9 on page 17) provides:

- Content Gauges for your computer's disk drives, so you can see the number of files and the storage size for each content category
- A **Refresh View** button for rescanning the drive and verifying accurate Content Gauge counts after adding or changing files on your computer
- A **Detailed View** content box that you can use to select specific categories of files or folders to back up, with an **Apply Changes** button for implementing your selections
- **Run Backup** and **Pause Backup** buttons for starting and pausing backups

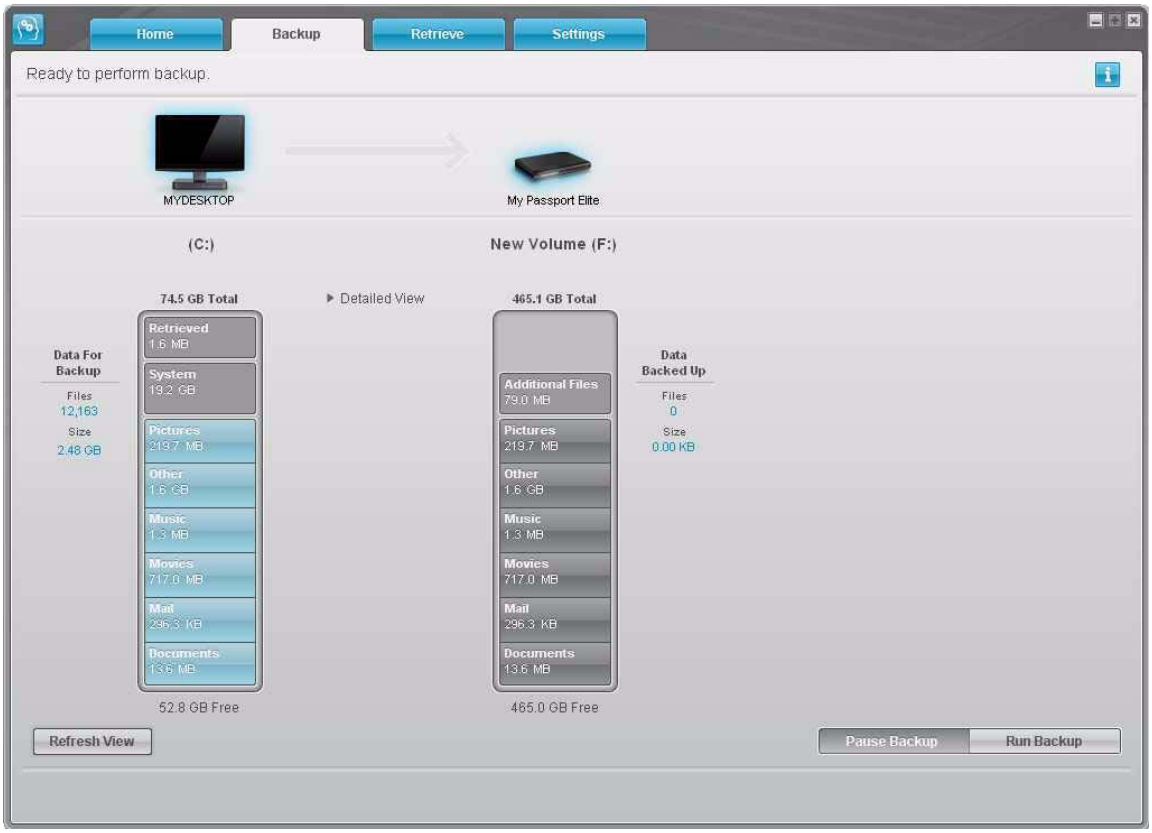


Figure 9. Backup Screen

In the Content Gauges for your computer's disk drives, the categories of files that would be included in the backup if you click **Run Backup** are shown:

- Light blue background in the Content Gauge for your computer's hard drive represents the original files that are available for backup.
- Gray background in the Content Gauge for your My Passport drive represents the potential backup copies of the original files.
- Dark blue background identifies categories of files that have been backed up.

In the Content Gauge for your My Passport drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

In the Content Gauges and the **Detailed View** content box:

This file category	Includes files with these extensions
Documents	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions
Mail	.mail, .msg, .pst., and other mail extensions
Music	.mp3, .wav, .wma, and other music extensions
Movies	.avi, .mov, .mp4, and other movie extensions
Pictures	.gif, .jpg, .png, and other picture extensions
Other	Others that do not belong in the five main categories

For a complete list of all included file extensions, search for Answer ID 3644 in the WD Knowledge Base at *http://support.wdc.com*.

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files like .tmp and .log files.
- The **Retrieved** category, also shown against a dark gray background, shows the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the cursor over a category displays the number of files in the category.

To back up other hard drives on your computer, click the **Home** tab and select an alternative drive from the drop-down menu.

Backing It All Up

To back up all of your computer files:

1. Click the **Backup** tab to display the Backup screen (see Figure 9 on page 17).
2. Click **Run Backup** to back up all of your files.
3. During the backup:
   - The Backup screen displays a progress bar and a message indicating the amount of data that has been backed up.
   - The blue background in the Content Gauge for your computer's hard drive changes to yellow/amber for all of the files that have not yet been backed up.
   - The gray background in the Content Gauge for your My Passport drive changes to blue for each category as the backup completes.
   - You can continue to set up your drive or perform any other functions because the WD SmartWare software will back up all of your files in the background.
   - A **Pause Backup** button is available for you to pause the backup.
4. Appearance of a backup successfully finished message means that the backup completed normally.

   If any files could not be backed up, their representation remains yellow/amber in the Content Gauge for your computer's hard drive and the WD SmartWare software displays a:

   - Caution message indicating the number of files involved
   - **View** link that you can click to see a list of the files and the reasons they were not backed up

   Some applications and running processes can keep files from being backed up. If you cannot determine why some of your files were not backed up, try:

   a. Saving and closing all of your open files.

   b. Closing all running applications—including your e-mail program and web browser.

Important:	Appearance of a Caution message indicating that your drive is full means that there is not enough free space on the drive to complete the backup. The best long-term solution would be to relegate the drive to long-term archive storage and: a. Click the **Home** tab to display the Home screen. b. Click the **WDStore** link in the WD Online box to view the WD Online Store website. c. Click **External Hard Drives** and select the best drive to suit your future requirements.

5. If you clicked **Pause Backup** at step 3, the **Stop backup?** confirmation prompt reminds you that the WD SmartWare software runs your backup job in the background, so you can continue using you computer for other things during the backup.

   To continue, click either:

   - **Continue Backup** to disregard your pause request and resume the backup
   - **Stop Backup** to follow through with your pause request and stop the backup

6. Advanced Backup Capabilities

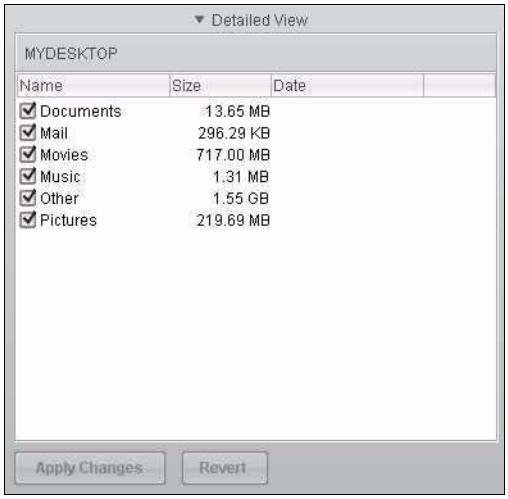
The advanced backup capabilities include:

- Selecting specific content to back up
- Changing the backup software settings:
  - Choosing the number of backup versions to keep
  - Pausing the backup until your computer is idle

Selecting Specific Content to Back Up

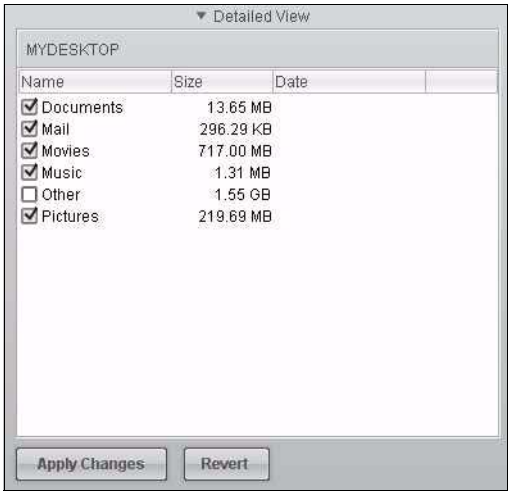
To back up some of your computer files:

1. On the Backup screen (see Figure 9 on page 17), select **Detailed View** to open the backup files content box:



2. In the backup files content box:
   - Select the check boxes for the categories of files that you want to include in the backup
   - Clear the check boxes for the categories of files that you want to exclude from the backup

   Changing the selections activates the **Apply Changes** and **Revert** buttons:



3. Click **Apply Changes** to refresh the Content Gauge for your My Passport drive.
4. Click **Run Backup** to back up the selected categories of files.

Changing the Backup Software Settings

To optimize your backup, you can:

- Specify the number of backup versions to keep for each file
- Pause backups until your computer is idle

In order to configure these backup options:

1. Click the **Settings** tab to display the Settings screen (see Figure 10).

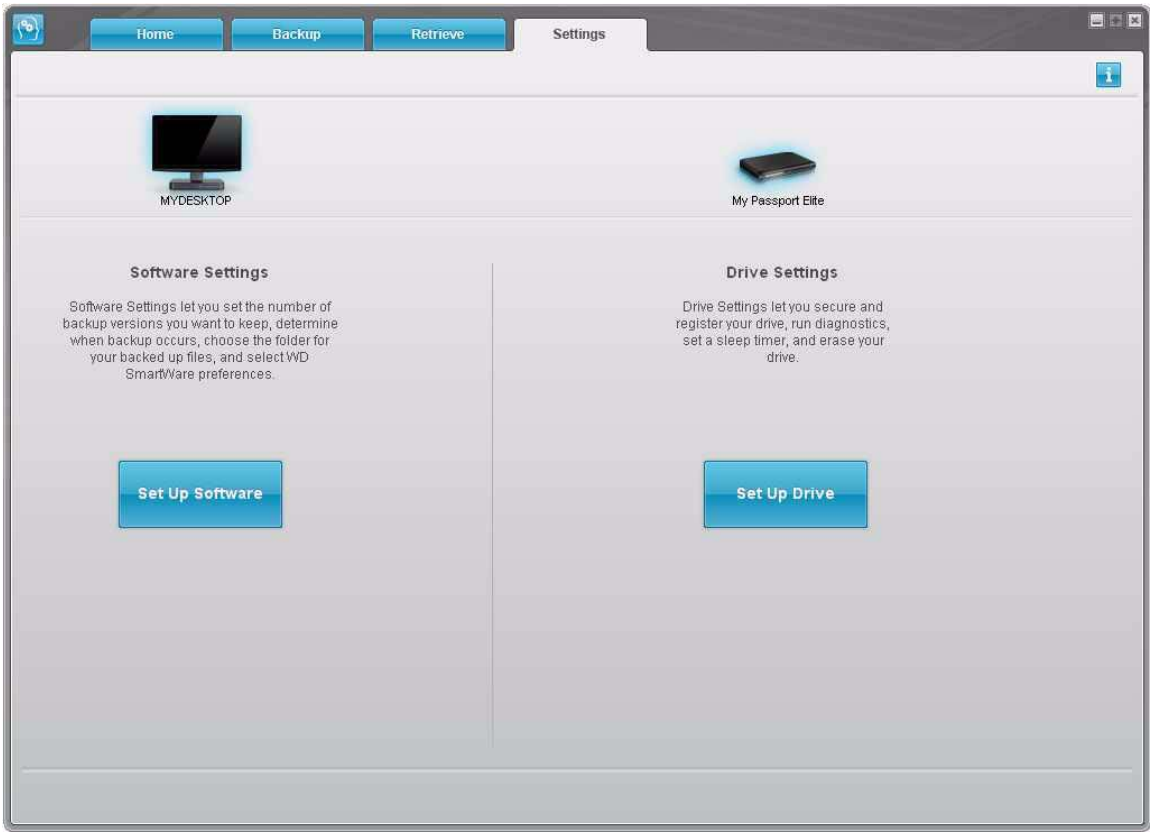


Figure 10. Settings Screen

2. Click **Set Up Software** to display the Software Settings screen (see Figure 11 on page 22).

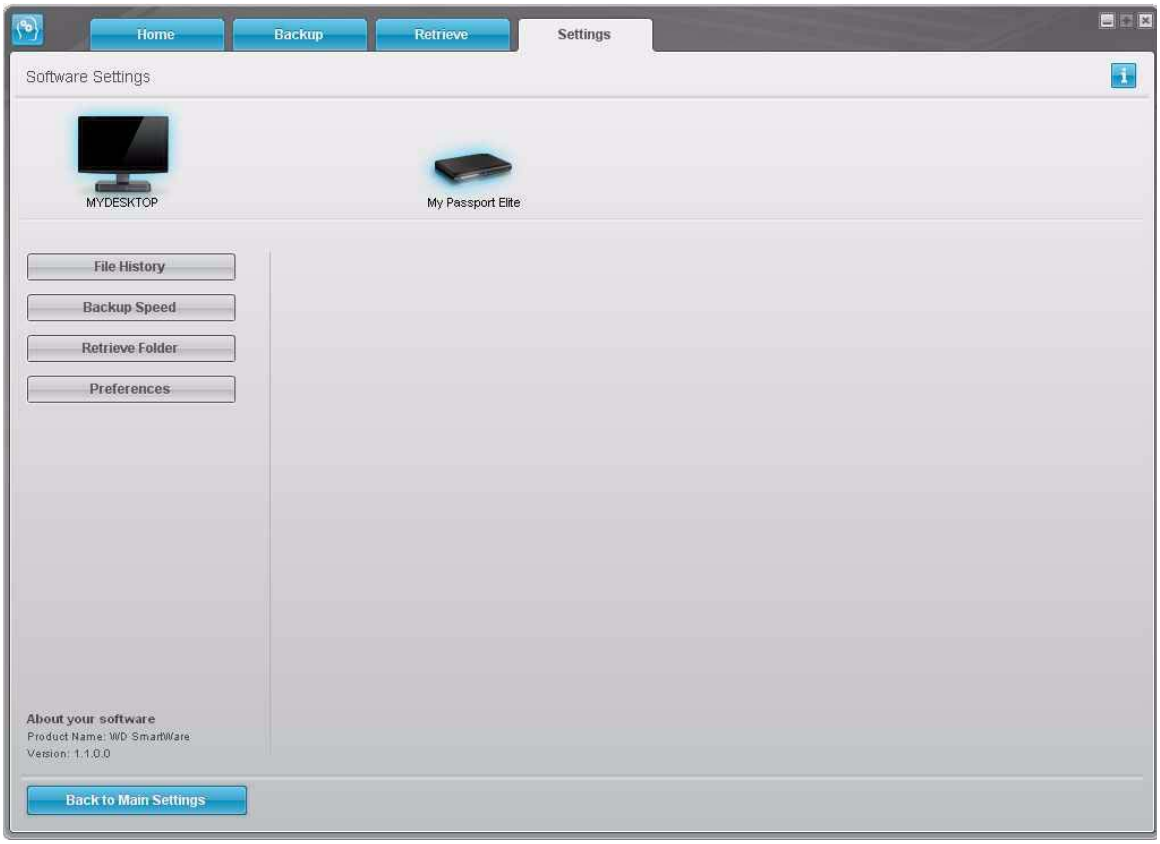


Figure 11. Software Settings Screen

Specifying the Number of Backup Versions. The WD SmartWare software enables you to keep up to 25 older versions of each file. If you overwrite or delete a file by accident, or want to see the file a couple of versions ago, the WD SmartWare software has a copy for you.

You will always have the most-recent specified number of versions of each file available for retrieves, and you can choose to keep between 1 and 25 versions.

Keeping more versions:

- Improves your ability to retrieve files from a longer back-in-time period
- Consumes more disk space

To specify the number of backup versions that you want to keep for each file:

1. On the Software Settings screen (see Figure 11), click **File History** to display the Set File History dialog:

2. Specify the number of file versions that you want to keep (from 1 to 25) in the **Enter the number of backup versions to keep for each file** box.
3. Click **Apply** to save and implement the new number of backup versions.

Pausing Backups Until Your Computer is Idle. A large backup can take a lot of time, and can consume a lot of your system processing resources. Even with the WD SmartWare software running in the background, a backup can reduce your computer's response to other tasks.

Enabling the Backup Speed option directs the WD SmartWare software to pause backups until your computer is completely idle. This is the default configuration of the WD SmartWare software.

1. On the Software Settings screen (see Figure 11 on page 22), click **Backup Speed** to display the Reduce Backup Speed dialog:

2. Select or clear the **Pause backup until computer is idle** check box to enable or disable the Backup Speed option.

4 Retrieving Backed Up Files

This chapter includes the following topics:

About Retrieving Files
Retrieving a File
Retrieving a Folder
Retrieving an Earlier Version of a File or Deleted Files
Retrieving All of Your Content

About Retrieving Files

The WD SmartWare software makes it easy for you to retrieve files that have been backed up on your My Passport drive and either:

- Restore them to their original locations on your computer
- Copy them to a special retrieve folder

Retrieve is generally a five-step process:

1. Choose the drive to retrieve content from on the Home screen.
2. Choose the backup you want to retrieve content from. (This is only required if you have created several different backups on your My Passport drive.)
3. Choose whether content will be retrieved to a special retrieval folder or to the original location.
4. Choose what content to retrieve, either files, folders, or everything.
5. Retrieve the content.

Retrieving a File

After selecting the drive on the Home screen, you can retrieve files from your My Passport drive. To retrieve a file from your drive:

1. Click the **Retrieve** tab to display the Retrieve screen (see Figure 12 on page 25).
2. In the **Backed Up Volumes** box, select the WD SmartWare volume that you want to retrieve a file from and click **Select Destination** to display the Select a destination for retrieved files screen (see Figure 13 on page 25).
3. On the Select a destination for retrieved files screen:

IF you want to copy your retrieved content to . . .	THEN . . .
Its original location,	a. Select the **To the Original Places** option. b. Click **Select Files** to display the Select content to retrieve... screen and proceed to step 4 on page 26.
A retrieved content folder,	a. Select the **In the Retrieved Content Folder** option. b. If you want to specify a different retrieve folder, click **Browse** and use the browse function to identify the new retrieve folder. c. Click **Apply** to save and implement the new retrieve folder. d. Click **Select Files** to display the Select content to retrieve... screen and proceed to step 4 on page 26.

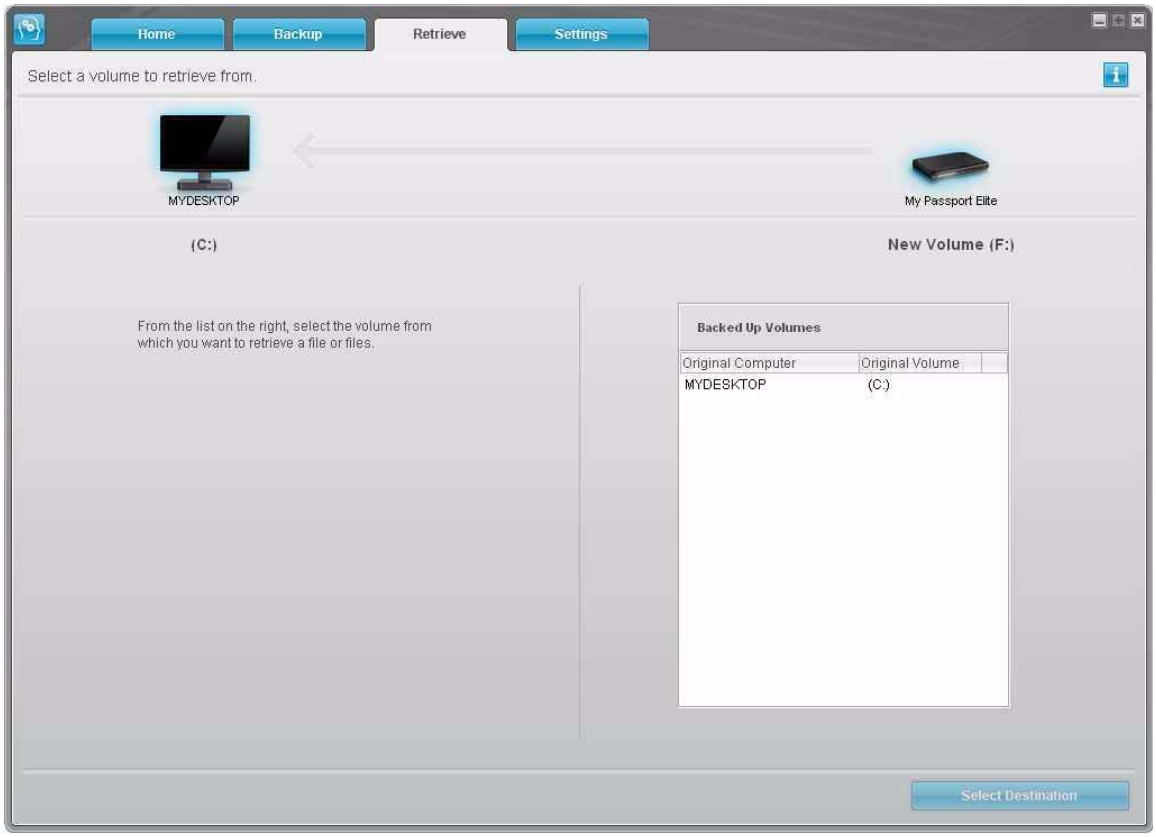


Figure 12. Retrieve Screen

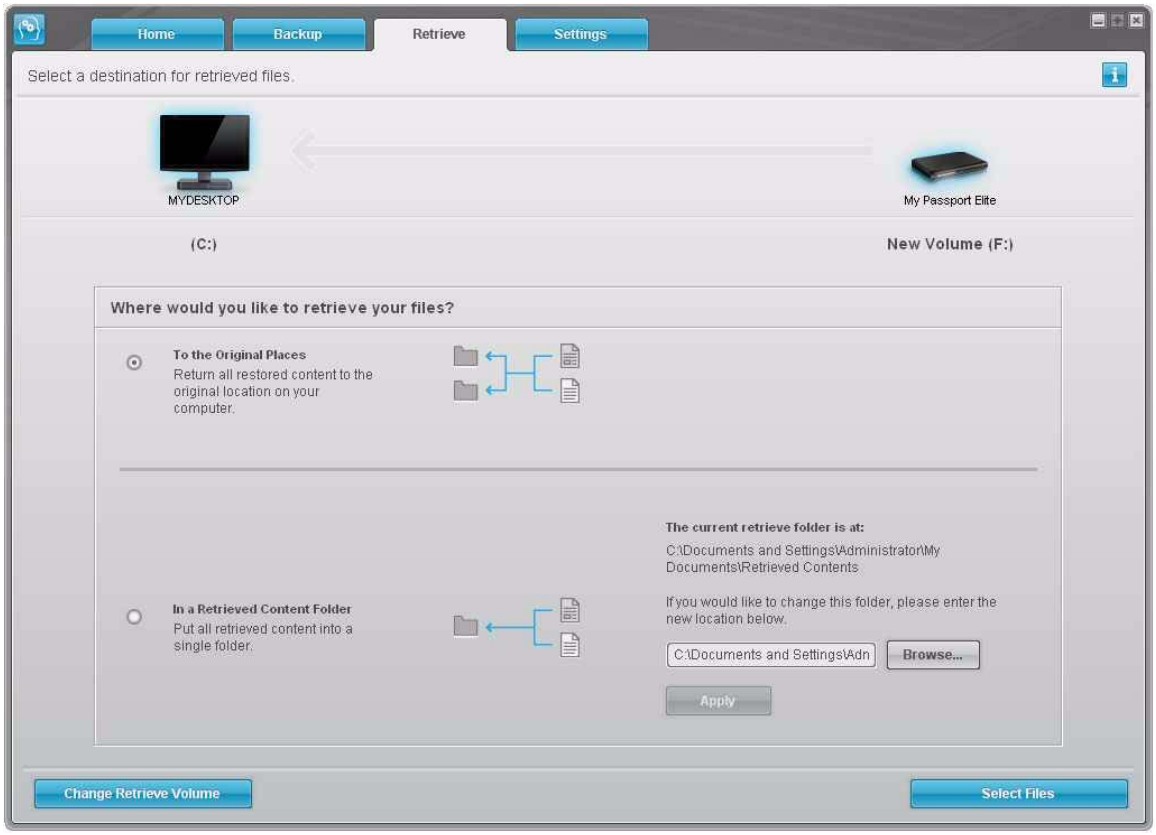


Figure 13. Select a Destination for Retrieved Files Screen

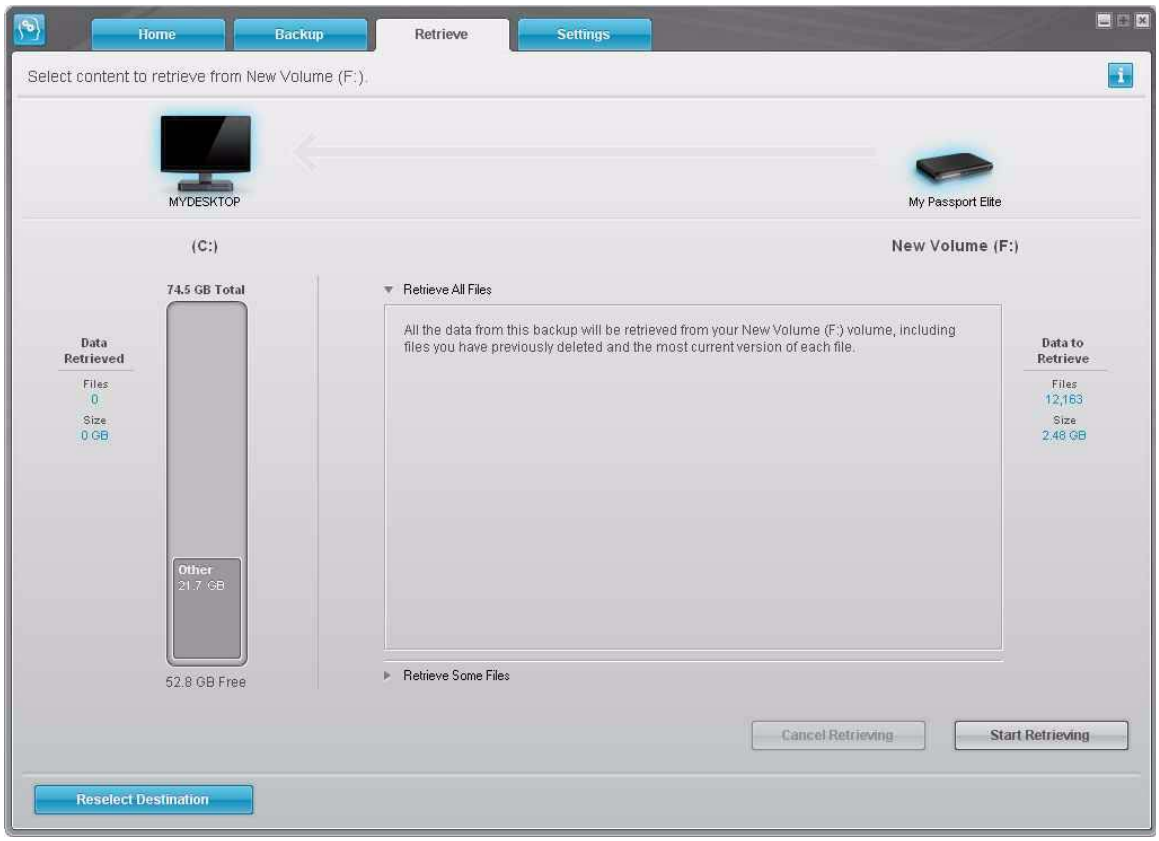


Figure 14. Select Content to Retrieve Screen

4. On the Select content to retrieve... screen, select **Retrieve Some Files** to display the retrieve files selection box (see Figure 15).

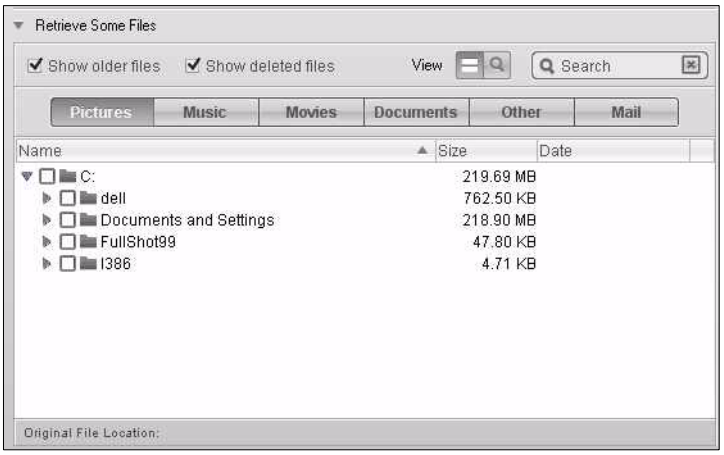


Figure 15. Retrieve Files Selection Box

5. Navigate through the folder structure to find the content of interest. Also, you can use the search box by typing the name (or partial name) of the file or folder you are looking for:
   - Click the appropriate file category button to list the files by category:
     - Pictures
     - Music
     - Movies
     - Documents
     - Other
     - Mail
   - Select the **View** icon to list individual files.
   - Type all or part of the file name in the search box to locate the file and press **Enter** to initiate the search. To eliminate the search filter, delete all of the text in the search box and press **Enter.**
   - Select the check box for the file or folder that you want to retrieve.
6. Click **Start Retrieving**.
7. During the retrieve:
   - The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieve location.
   - A **Cancel Retrieving** button is available for you to stop the retrieve.
8. A **Retrieval accomplished** message signifies completion of the retrieve.

   A **Partial retrieve accomplished** message means the file you selected for the retrieve was not copied to the specified retrieve location. In this case, either a:
   - **Files Not Retrieved** message provides the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
   - **Destination is full** message means that your computer does not have sufficient disk space to complete the retrieve.

Retrieving a Folder

To retrieve a folder from your drive, and all of the content within a folder, which may be across multiple categories, in the retrieve files selection box (see Figure 15 on page 26), right-click the folder of interest and choose **Select folder in all content categories**.

Retrieving an Earlier Version of a File or Deleted Files

In the retrieve files selection box (see Figure 15 on page 26), check the **Show deleted files** box and/or the **Show older files** box. Now, when selecting content to retrieve, you can select individual files that were overwritten or deleted. Likewise, retrieving entire folders in this mode will retrieve older versions and deleted files as well.

Retrieving All of Your Content

On the Select content to retrieve... screen (see Figure 14 on page 26), choose the **Retrieve All Files** option, which will retrieve content across all categories and copy them to either their original locations or the Retrieve Contents folder.

5

Locking and Unlocking Your Drive

This chapter includes the following topics:

Password Protecting Your Drive
Unlocking Your Drive
Turning Off the Drive Lock Feature
Changing Your Password

Password Protecting Your Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to be able to access your content on the drive.

CAUTION! The WD SmartWare software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

You can reach the Security pages for password management during the initial getting started process or from the **Settings** tab and the Drive Settings screen within the WD SmartWare application. After you are on the password page, you can:

- Create a password
- Change a password
- Eliminate the need for a password

To create a password and keep others from accessing the files on your drive, as an example from the Settings tab:

1. Click the **Settings** tab to display the Settings screen (see Figure 10 on page 21).
2. Click **Set Up Drive** to display the Drive Settings screen (see Figure 16 on page 29).

Figure 16. Drive Settings Screen

3. Click **Security** to display the Set Security dialog:

4. Type your password in the **Choose a password** box.
5. Retype your password in the **Verify password** box.
6. Type a hint to help remind yourself of your password in the **Password hint** box.
7. Read the warning about the possibility of data loss if you forget your password.
8. Click the **I understand** check box to signify that you accept the risk.

9. Click Save Security Settings to save your password and enable password protection for your drive.

CAUTION! After creating a password, the drive remains unlocked for as long as you continue your current work session. Then, the WD SmartWare software:

- **Locks the drive when you shut down your computer, disconnect your drive, or the computer goes into the sleep mode**
- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive**

Unlocking Your Drive

After you have created a password to keep others from accessing the files on your drive, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

You will have to do this even if you do not have the WD SmartWare software installed on your computer.

Unlocking Your Drive With the WD SmartWare Software

Whenever you shut down and restart your computer, or disconnect and reconnect the drive to your computer, the WD SmartWare software displays the **Unlock My Passport** prompt:

To unlock your drive:

1. Type your password in the **Password** box.

   If you provided a password hint when you created your password, click the **Password hint** pointer to see the hint.

2. Click **Unlock** to unlock your drive and enable the WD SmartWare software Backup, Retrieve, and Drive Settings functions.

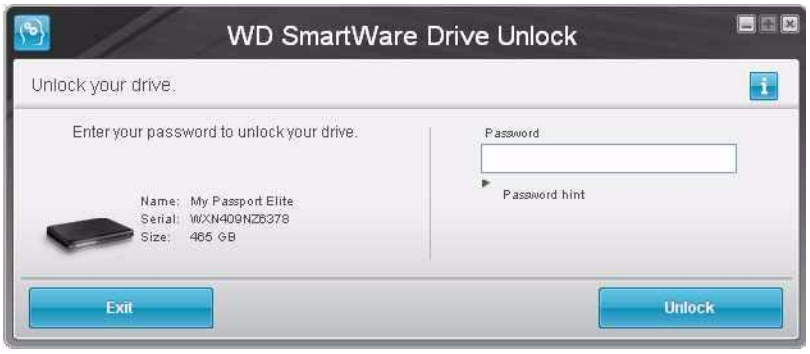
   Clicking **Cancel** leaves the drive locked and inhibits access to the data on the drive and the WD SmartWare Backup, Retrieve, and Drive Settings functions.

Unlocking Your Drive Without the WD SmartWare Software

Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare software installed, you can still access the virtual CD partition on your drive, and install the WD SmartWare software as usual. You will not be able to access the data portion of your drive.

To unlock the drive without the WD SmartWare software installed:

1. Start the WD SmartWare Drive Unlock utility by either:
   - Using your computer's file management utility to open the WD SmartWare virtual CD and double-clicking the Unlock.exe file
   - Clicking **Start** > **My Computer** and double-clicking the WD SmartWare icon under **Devices with Removable Storage**



2. Type your password in the **Password** box.

   If you provided a password hint when you created your password, click the **Password hint** pointer to see the hint.

3. Click **Unlock** to unlock your drive.

   If you click **Exit**, you will not be able to access the files on your drive.

4. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD SmartWare Drive Unlock utility screen.

Turning Off the Drive Lock Feature

To remove password protection from your drive:

1. Click **Security** on the Drive Settings screen (see Figure 16 on page 29) to display the Your Drive is Secure dialog:

2. Type your password in the **Password** box.
3. Select the **Remove security** option.
4. Click **Update Security Settings** to remove password protection from your drive and redisplay the Set Security screen.

Changing Your Password

To change your password:

1. On the Your Drive is Secure screen, select the **Change password** option and:
   a. Type your new password in the **New password** box.
   b. Retype your new password in the **Verify password** box.
   c. Type a hint to help remind yourself of your new password in the **New password hint** box.
2. Click **Update Security Settings** to change your password.

6

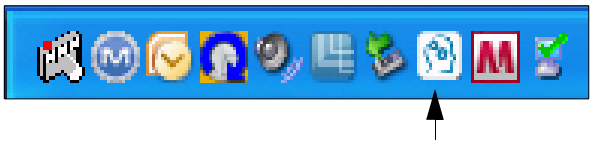
Managing and Customizing Your Drive

This chapter includes the following topics:

WD SmartWare Icon
Opening WD SmartWare Software
Checking Status and Temperature
Monitoring Icon Alerts
Disconnecting the Drive Safely
Uninstalling the WD SmartWare Software
Customizing Your Software Settings
Customizing Your Drive Settings
Uninstalling the WD SmartWare Software

WD SmartWare Icon

After you have installed the WD SmartWare Software (see "Getting Started With WD SmartWare Software" on page 11), the WD SmartWare icon displays in the Windows task bar.



Clicking the icon enables you to perform the following actions:

- Open the WD SmartWare software
- Check the status and temperature of the drive
- Safely disconnect the drive
- Monitor alerts

The next few sections describe how to use the icon and alternative methods to perform these actions, as well as how to unlock the My Passport Elite drive manually.

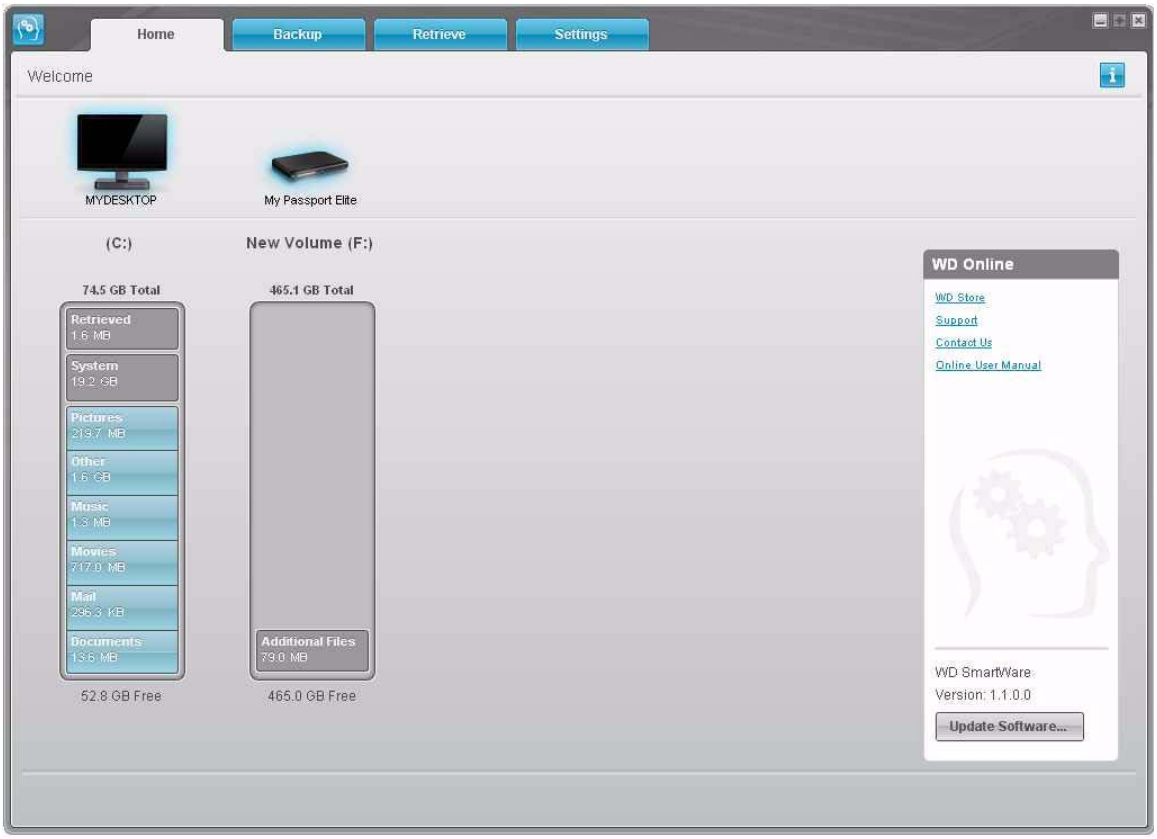
Opening WD SmartWare Software

If the WD SmartWare software does not open automatically when you log in to your computer, you can access it in the following ways:

- If the software has been closed, click **Start > (All) Programs > WD SmartWare > WD SmartWare**.
- If the WD SmartWare icon is in the task bar, double-click the icon.

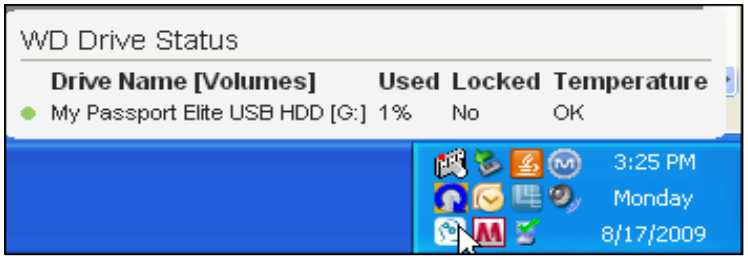
Note: You can also right-click or left-click the WD SmartWare icon in the task bar and select **WD SmartWare.**

The WD SmartWare Home screen displays.



Checking Status and Temperature

Mouse over the WD SmartWare icon in the system tray to display the drive name, capacity used, temperature, and whether it is locked.



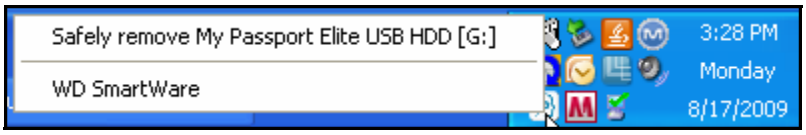
Monitoring Icon Alerts

- If the WD SmartWare icon flashes green and white, the drive may be locked or else it is in a format that WD SmartWare does not understand (non-Windows format in a Windows environment).
- If the WD SmartWare icon flashes red and white, the drive may be overheated. Power down the drive and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.

Disconnecting the Drive Safely

CAUTION! To prevent data loss, close all active windows and applications before shutting down or removing the drive.

1. Right-click the WD SmartWare icon in the system tray, and then click **Safely remove My Passport Elite USB HDD.** You may hear the drive power down.



2. Wait for the drive icon to be removed from the desktop before disconnecting the drive from the system.

Customizing Your Software Settings

The WD SmartWare software makes it easy for you to quickly customize its own software settings for the best possible performance with your drive by:

- Specifying the number of backup versions that you want to keep for each file
- Inhibiting backups until times when your computer is idle
- Specifying a unique folder on your computer to store files retrieved from your drive
- Automatically:
  - Displaying the WD SmartWare Home screen whenever you connect your drive to your computer
  - Checking for WD SmartWare software updates

To customize your WD SmartWare software settings for the best possible performance with your drive, on the Software Settings screen (see Figure 11 on page 22):

IF you want to . . .	THEN click . . .	AND see . . .
Change the number of backup versions to keep for each file,	**File History**	“Specifying the Number of Backup Versions” on page 22.
Enable anytime backups or inhibit them until your computer is idle,	**Backup Speed**	“Pausing Backups Until Your Computer is Idle” on page 23.
Specify a path to a different retrieve folder,	**Retrieve Folder**	“Specifying a Different Retrieve Folder” on page 35.
Change the options that: • Display the WD SmartWare Home screen whenever you reconnect drive to your computer • Check for software updates	**Preferences**	“Setting the Preferences Options” on page 36.

Specifying a Different Retrieve Folder

When you start a retrieve, you can choose whether you want to store the retrieved files in either:

- Their original locations on your computer
- A Retrieved Content folder

By default, the WD SmartWare software creates and uses a Retrieved Content subfolder in your My Documents folder. To specify a different folder:

1. Either create a new folder or determine which existing folder you want to use.

2. On the Software Settings screen (see Figure 11 on page 22), click **Retrieve Folder** to display the Set Retrieve Folder dialog:

3. Click **Browse** and use the browse function to identify the new retrieve folder.
4. Click **Apply** to save and implement the new retrieve folder.

Setting the Preferences Options

When enabled, the Preferences options:

- Display the WD SmartWare Home screen whenever you reconnect your drive to your computer.

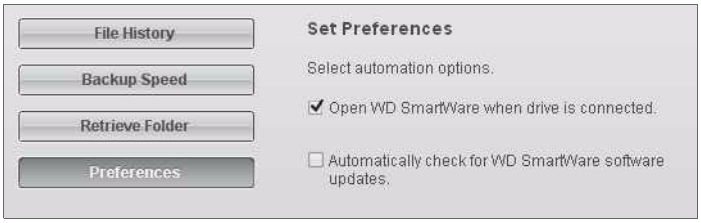
  This is the default configuration of the WD SmartWare software, and it is recommended when you routinely leave your drive connected to your computer. You might want to disable this option and open the WD SmartWare Home screen whenever you need it if you routinely disconnect and reconnect your drive to your computer.

- Check for software updates.

  This ensures that you are always using the most-recent software version.

To enable or disable the Preferences options:

1. On the Software Settings screen (see Figure 11 on page 22), click **Preferences** to display the Set Preferences dialog:



2. Select or clear the check boxes to enable or disable the Preferences options:
   - **Open WD SmartWare when drive is connected**
   - **Automatically check for WD SmartWare software updates**

Customizing Your Drive Settings

The WD SmartWare software makes it easy for you to quickly customize the settings of your drive for the best possible performance.

- Security—Create, modify, and disable passwords that keep others from accessing the files on your drive.
- Register Drive—Registering your drive to receive free technical support during the warranty period and find out about software updates, product enhancements, and price discount opportunities.
- Diagnostics—Performing diagnostics and status checks to make sure your drive is working properly.
- Sleep Timer—Turning your drive off during periods of extended inactivity to conserve power and extend the life of the drive.
- Drive Erase—Erase all of the contents on the drive, including any password that has been set.

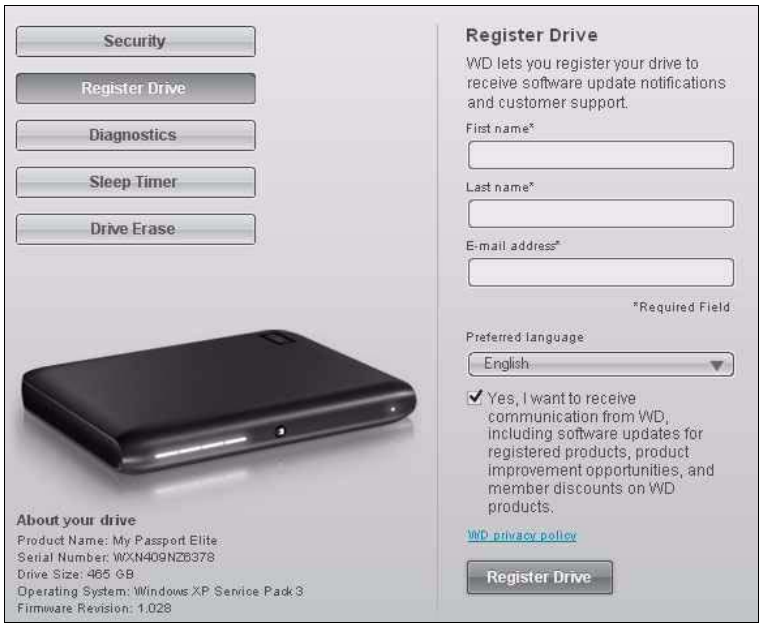
To customize your drive settings for the best possible performance with the WD SmartWare software, on the Drive Settings screen (see Figure 16 on page 29):

IF you want to . . .	THEN click . . .	AND see . . .
Use a password to keep others from accessing the files on your drive,	**Security**	"Password Protecting Your Drive" on page 28.
Change your password,	**Security**	"Changing Your Password" on page 32.
Remove password protection from your drive,	**Security**	"Turning Off the Drive Lock Feature" on page 32.
Register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products,	**Register Drive**	"To customize your drive settings for the best possible performance with the WD SmartWare software, on the Drive Settings screen (see Figure 16 on page 29):" on page 37.
Perform routine drive diagnostics and status checks,	**Diagnostics**	"Checking Drive Health" on page 41.
Specify an inactive time interval to turn off your drive,	**Sleep Timer**	"Setting the Drive Sleep Timer" on page 39.
Erase your drive so you can use it again if you have implemented password protection and then lost or forgotten your password,	**Drive Erase**	"Erasing Your Drive" on page 39.

Registering Your Drive

The WD SmartWare software uses your computer's Internet connection to register your drive. Register your drive to be kept up-to-date on the latest WD products:

1. Make sure that your computer is connected to the Internet.
2. On the Drive Settings screen (see Figure 16 on page 29), click **Register Drive** to display the Register Drive dialog:



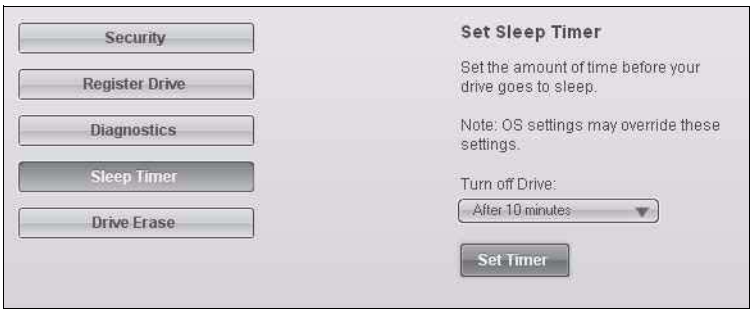
3. Type your first name in the **First name** box.
4. Type your last name in the **Last name** box.
5. Type your e-mail address in the **E-mail address** box.
6. Select your language in the **Preferred language** box.
7. Select or clear the **Yes, I want to receive communication...** check box to specify whether or not you want to receive e-mail notifications about software updates, product enhancements, and price discount opportunities.
8. Click **Register Drive** to register your drive.

Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

To specify the inactivity period for the sleep timer:

1. On the Drive Settings screen (see Figure 16 on page 29), click **Sleep Timer** to display the Set Sleep Timer dialog:



2. In the **Turn off Drive** box, select the inactivity time interval at which you want to turn off the drive.
3. Click **Set Timer** to save and implement your sleep timer selection.

Erasing Your Drive

CAUTION! Erasing your drive permanently deletes all of the data on your drive. Always make sure that you no longer need any of the data on your drive before erasing the drive.

To erase your drive:

1. On the Drive Settings screen (see Figure 16 on page 29), click **Drive Erase** to display the Erase drive dialog:

2. Read the warning about the loss of data if you erase your drive.
3. Click the **I understand** check box to signify that you accept the risk.
4. Click **Drive Erase** to erase your drive.

   Note: In addition to deleting all of the data on your drive, erasing your drive also removes your password. If you created a password to protect your drive, you will need to do it again after erasing the drive. (See “Password Protecting Your Drive” on page 29.)

5. Follow the instructions for downloading and installing the newest version for your operating system.
6. After the installation completes, note the new version shown in the **WD Online** box.

Uninstalling the WD SmartWare Software

You can easily uninstall the software. However, you will need to restart the Run Backup backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See“Backing Up Your Computer Files” on page 16.)

Use your operating system’s Add or Remove Programs function to uninstall the WD SmartWare software from your computer.

Windows XP

1. Click **Start** > **Control Panel**.
2. Double-click **Add or Remove Programs**.
3. Select **WD SmartWare** and click **Remove**.
4. Click **Yes** at the **Are you sure...** prompt.

Windows Vista or Windows 7

1. Click **Start** > **Control Panel**.
2. Double-click **Programs and Features**.
3. Click **WD SmartWare** or the WD SmartWare icon and click **Uninstall/Change** at the top of the screen.
4. Click **Yes** at the **Do you wish to proceed...** prompt.

7

Checking Drive Health

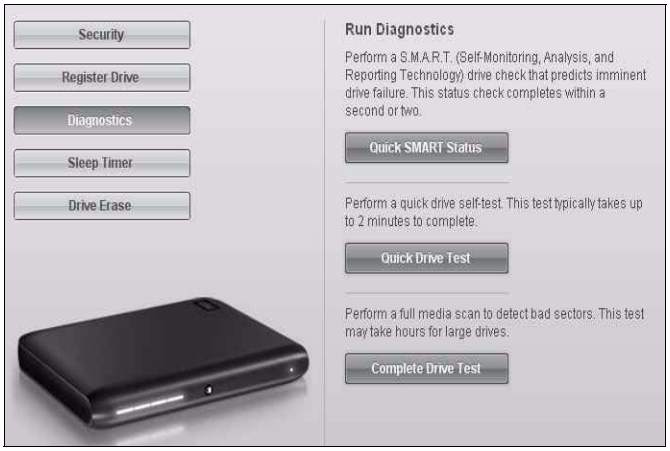
The data files on your My Passport drive are important to you. The WD SmartWare software has several built-in diagnostic tools to help make sure that your drive is performing well. Run one of the following tests if you are concerned that your drive is not operating properly:

Diagnostic Tool	Description
Quick S.M.A.R.T. Status Check	S.M.A.R.T. is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive might be approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs. The result of a quick S.M.A.R.T. status check is a pass or fail evaluation of the drive's condition. The S.M.A.R.T. status check completes within a second or two.
Quick Drive Test	Your My Passport drive has a built-in Data Lifeguard diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems. The result of a quick drive test is a pass or fail evaluation of the drive's condition. The quick drive test can take several minutes to complete.
Complete Drive Test	The most comprehensive drive diagnostic is the complete drive test. It methodically tests each and every sector for error conditions, and inserts bad-sector markers as required. The complete drive test can take several hours to complete, depending on the size and data configuration of your drive.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the quick S.M.A.R.T. status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when backing up or retrieving files.

To run drive diagnostics and status checks:

1. On the Drive Settings screen (see Figure 16 on page 29), click **Diagnostics** to display the Run Diagnostics dialog:



2. Click the button for the test that you want to run:
   - **Quick SMART Status**
   - **Quick Drive Tes**t
   - **Complete Drive Test**

8

Using the Drive with a Mac

The My Passport Essential drive that you have purchased is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. If desired, you can reformat it to HFS+J for Mac OS X operating systems.

This chapter includes the following topics:

Reformatting the Drive
Installing on a Mac OS X Tiger/Leopard/Snow Leopard
Enhancing Performance with WD +TURBO
Using the WD SmartWare Icon
Opening WD SmartWare Software
Dismounting the Virtual CD
Safely Dismounting the Drive
Displaying the Status, Serial Number, and Temperature
Unlocking the Drive Manually
Uninstalling WD SmartWare Software

Reformatting the Drive

CAUTION! Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to *support.wdc.com*. Refer to Knowledge Base Answer ID 3323 for reformatting the drive to Mac OS X format. (See ID 3645 for formatting a Mac to the NTFS file system for use on Windows XP and ID 3647 for formatting it for Windows Vista). See “Troubleshooting” on page 54 for more information about reformatting a drive.

If you reformat your drive for use with a Mac, follow the procedures below.

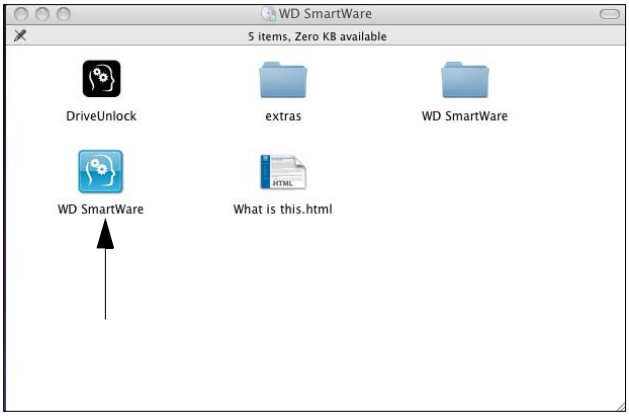
Installing on a Mac OS X Tiger/Leopard/Snow Leopard

1. Turn on your computer.
2. Connect the drive’s USB cable as shown in Figure 1 on page 5 or Figure 2 on page 6. The WD SmartWare CD displays on the desktop and is listed under **Devices** in Finder:

   The My Passport icon also displays on the desktop:

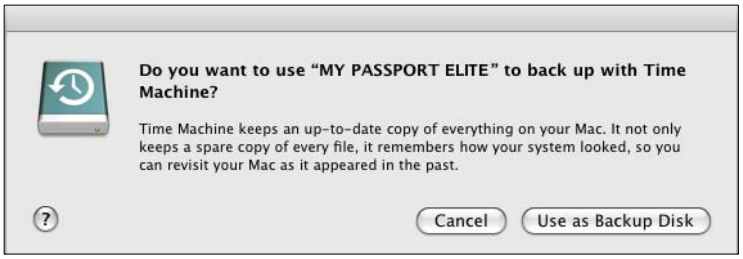
3. Double-click the WD SmartWare virtual CD, and then double-click the WD SmartWare icon on the screen that displays.

   Note: WD SmartWare software is provided in the form of a virtual CD (VCD) drive on your My Passport drive. The VCD displays on your desktop and behaves just like a physical CD.



4. *Mac OS X Leopard and Snow Leopard only:* A message asks whether you want to use the My Passport drive to back up with Time Machine. If you do not want to use the Time Machine backup software, click **Cancel**. If you do want to use the Time Machine backup software, click **Use as Backup Disk**. The My Passport icon now looks like this:

   Note: WD SmartWare software is fully compatible with Apple's Time Machine software. When using Time Machine, WD SmartWare software can still be used for password protecting the drive, registering the drive, and running diagnostics.



The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.

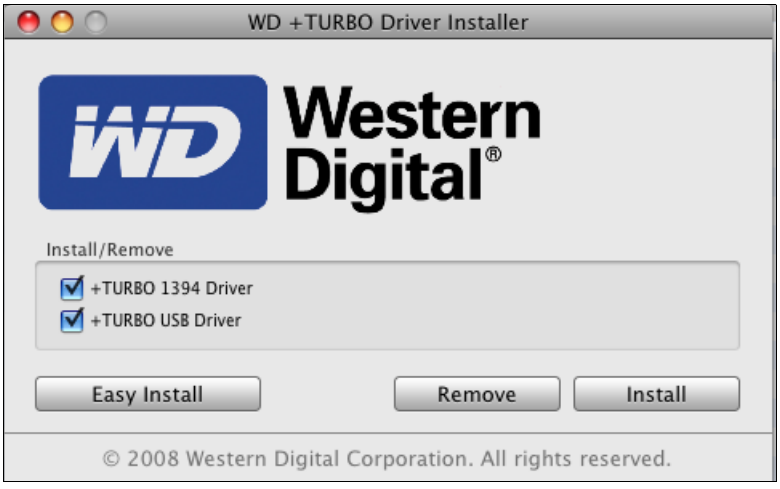
5. Continue to “Getting Started With WD SmartWare Software” on page 11.

Enhancing Performance with WD +TURBO

WD +TURBO is a utility available on the WD SmartWare VCD that you can install to improve the performance of the My Passport drive on a Mac.

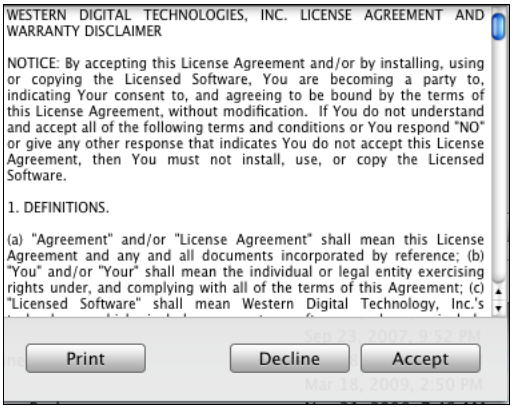
To install WD +TURBO:

1. Double-click the WD SmartWare icon on the desktop.
2. Double-click the **extras** folder.
3. Double-click the WD +TURBO Installer icon.



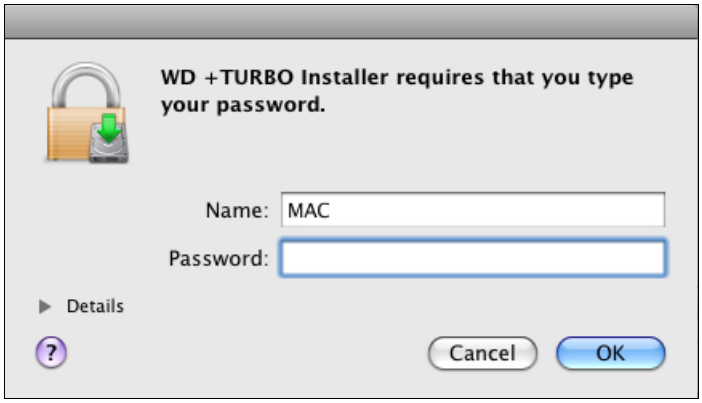
4. On the WD +TURBO Driver Installer screen, click **Install**.

5. To accept the license agreement, click **Accept**.



6. A message informs you that installing the drivers requires you to restart your computer to make them active. If you want to proceed, click **Yes**.

7. In the **Password** box, enter the password you normally enter to access this Mac.

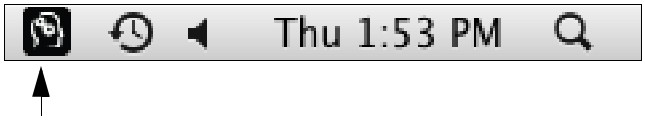


When installation is complete, the computer restarts.

Note: The My Passport icon on the desktop now looks like this:

Using the WD SmartWare Icon

After you have installed the WD SmartWare software, the WD SmartWare icon displays in the bar at the top right of the screen.



Clicking the icon enables you to perform the following actions:

- Open the WD SmartWare software
- Dismount the virtual CD
- Safely dismount the drive
- Check the remaining capacity of the drive
- Display the serial number of the drive
- Display the temperature of the drive

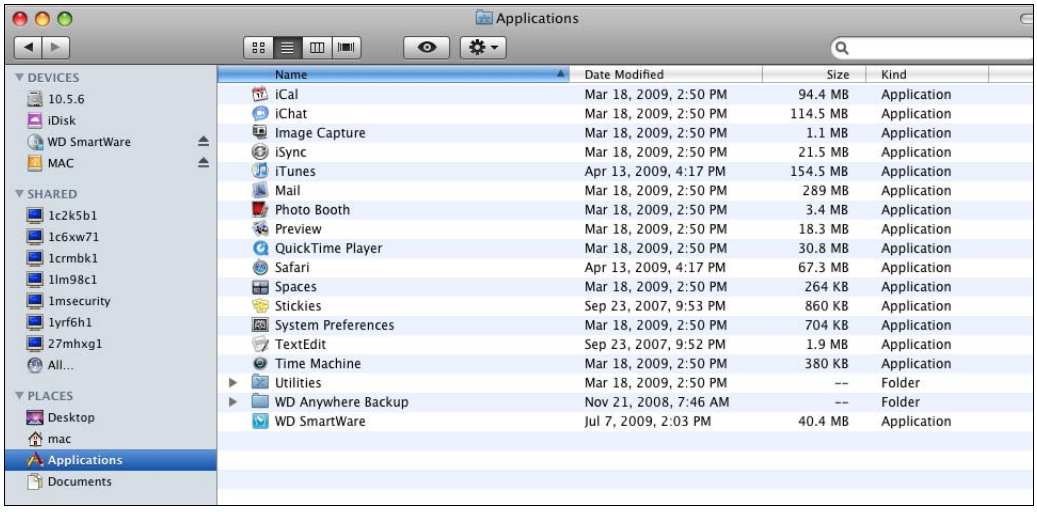
The sections below describe how to use the icon and alternative methods to perform these actions, as well as how to unlock the My Passport Elite drive manually.

Opening WD SmartWare Software

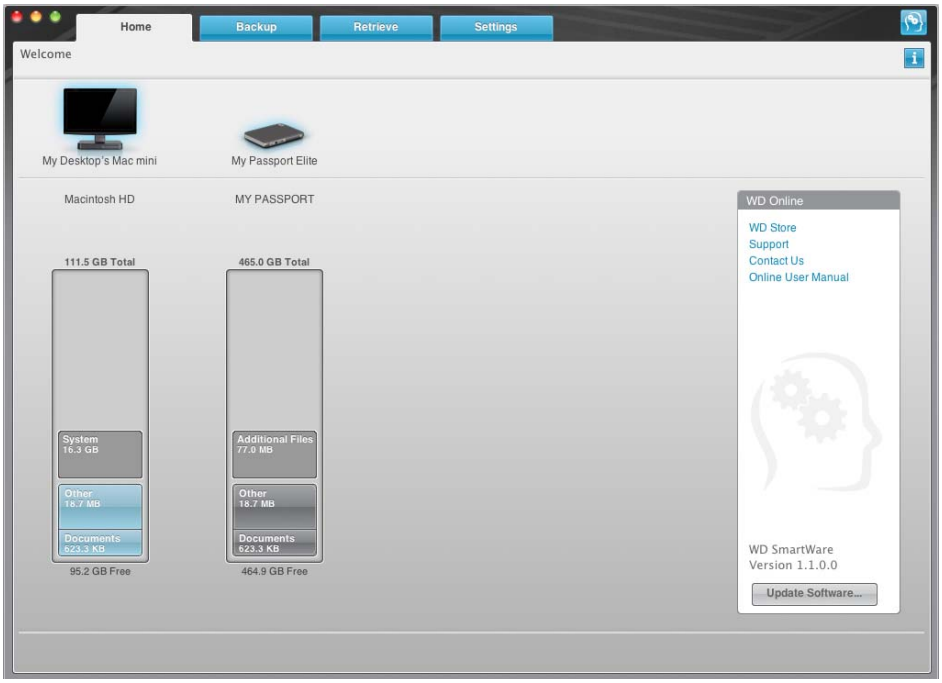
If the WD SmartWare software does not open automatically after it has been installed, you have two ways to open it:

- Click the WD SmartWare icon and select **Open WD SmartWare**.

- Double-click **WD SmartWare** in the Applications list.



The WD SmartWare Home screen displays.



On the Home screen, you can modify the primary drive being categorized with the drop-down selection box under the name of your computer. By selecting a different drive, the system will identify the categories of files on that drive. Then click the **Backup** or **Retrieve** tab to either back up from or retrieve files to a location other than your computer's main hard drive.

In the Content Gauge for your computer's hard drive, all of your files that are available for backup are shown against a blue background in categories that are based on the following folders on your computer:

- **Music**
- **Movies**
- **Pictures**
- **Mail**
- **Documents**
- **Other**

Each category includes all of the files in the represented folder except the **Other** category, which includes all of the files in all other folders on your computer.

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files.
- The **Retrieved** category, also shown against a dark gray background, shows the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the cursor over a category displays the number of files in the category.

In the Content Gauge for your My Passport drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

Note: The small number of files that are shown in the **Additional Files** category when you first install the WD SmartWare software—before performing your first backup—represent the system and hidden files that your computer's operating system put there when you installed the drive.

Dismounting the Virtual CD

You may want to dismount a VCD. For example, if you have more than one My Passport drive with the same software connected to your Mac, multiple My Passport VCD icons display on your desktop. To clean up your desktop, you can dismount duplicate VCDs.

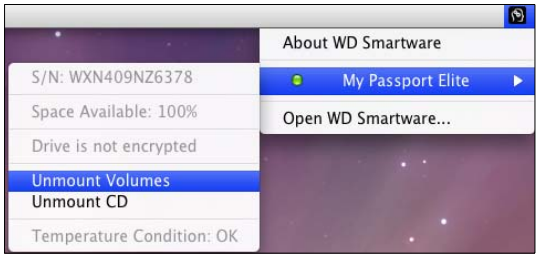
1. Click the WD SmartWare icon to display a list of drives.
2. Select the My Passport whose VCD you want to dismount, and then on the submenu, click **Unmount CD**.

Safely Dismounting the Drive

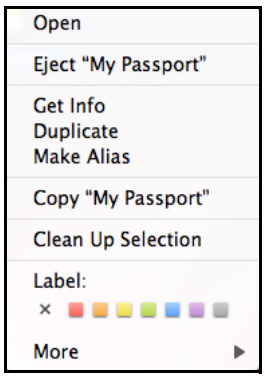
CAUTION! To prevent data loss, close all active windows and applications before shutting down or removing the drive.

1. To safely dismount the drive, do one of the following:

   - Click the WD SmartWare icon to display a list of drives. Select the My Passport, and then on the submenu, select **Unmount Drive**. If the drive contains more than one volume, a prompt may ask you to select the volume.



- **CTRL+click** the My Passport icon on the desktop and select **Eject "**My Passport." ("My Passport" will be the name you assigned to the volume.)



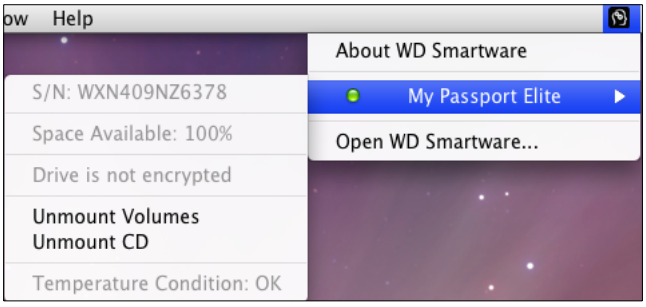
You may hear the drive power down.

2. Wait for the drive icon to be removed from the desktop before disconnecting the drive from the system.

Displaying the Status, Serial Number, and Temperature

You can use the WD SmartWare icon to determine whether the drive is locked, how full the drive is, the drive's serial number, and the temperature condition of the drive.

1. Click the WD SmartWare icon to display a list of drives.



2. Select the My Passport. The submenu displays the serial number of the drive, the space available (if the drive is unlocked), the temperature condition of the drive, and other options.
3. If WD SmartWare has been installed and the drive is locked:
   a. Click **Unlock Drive**.
   b. Type the password you set up to unlock the software and click the **Unlock** button.

Unlocking the Drive Manually

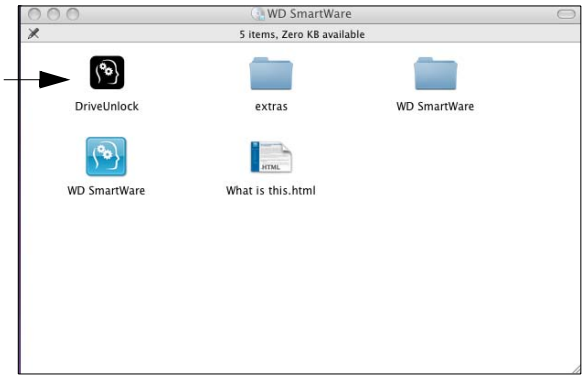
You may need to unlock the drive manually in cases such as the ones described below.

WD SmartWare Software is Not Available

- You uninstall the software and leave the drive locked.
- You move your drive to another system, and need to unlock it without installing the software.

To unlock the drive:

1. Double-click the WD SmartWare virtual CD on the desktop.
2. Double-click the **DriveUnlock** icon.



The WD SmartWare Drive Unlock screen displays.

3. Enter your password and click the **Unlock** button. If you do not remember your password, click the arrow to the left of **Password Hint** to reveal the hint.
4. Click **Unlock** to unlock your drive.

   If you click **Exit**, you will not be able to access the files on your drive.
5. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD SmartWare Drive Unlock screen. The WD SmartWare Home screen displays.

Your Computer Exits Sleep Mode

If your computer goes into sleep mode, an unlock screen may not display when you reactivate the computer. To unlock the drive, you can use the VCD as described above, or the method described below.

To unlock using the WD SmartWare icon:

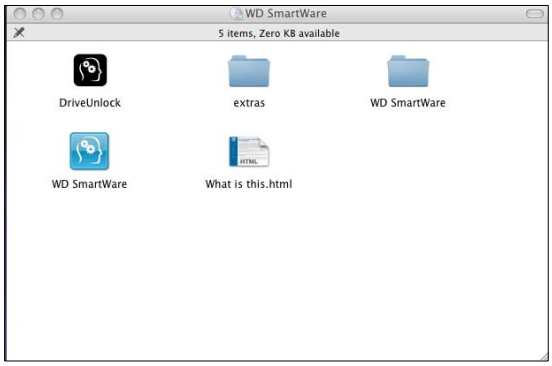
1. Click the WD SmartWare icon .
2. Select the drive and then **Unlock Drive**.

3. The WD SmartWare Drive Unlock screen displays. Enter your password and click the **Unlock** button.

Uninstalling WD SmartWare Software

Important: You can easily uninstall the software. However, you will need to restart the Run Backup backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See“Backing Up Your Computer Files” on page 16.)

1. Double-click the WD SmartWare virtual CD on the desktop to display the following screen:



2. Click the **extras** folder and then double-click the **WD Uninstaller** icon to display a WD pop-up screen.

3. Click **Uninstall**.

9

Troubleshooting

This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive
Frequently Asked Questions

If you have problems installing or using this product, refer to this troubleshooting section or visit our support Web site at *support.wdc.com* and search our knowledge base for more help.

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
• Install, partition, and format the drive in Windows XP and Vista	207, 3322
• Install, partition, and format the drive to Mac OS X 10.4.11 and 10.5+	287, 3323
• Reformat from Mac GPT to Windows XP NTFS	3645
• Reformat the drive from Mac GPT to Windows Vista NTFS format	3647
• Obtain and reinstall the original software included with this product	1425
• Format the drive to the FAT32 file system*	1364
• Use the drive on a Mac and a PC simultaneously	291

**The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows; however, Windows users can overcome these file size limitations by formatting the drive to NTFS using the Disk Management utility. See answer ID 1287 at support.wdc.com and article IDs 314463 and 184006 at support.microsoft.com for further details. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from support.wdc.com/download.*

Frequently Asked Questions

Q: *Why does the drive not power up?*

A: Be sure the drive is plugged in to a power source. A special cable may be needed for computers with limited bus power. For more information in the U.S., visit our Web site at *store.westerndigital.com*. Outside the U.S., contact WD Technical Support in your region.

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 2.0 external storage product. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my computer boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer may attempt to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit *support.wdc.com* and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

Q: *How do I determine whether or not my system supports USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 2.0 is backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

A

Installing an SES Driver

Should you decide not to install the WD SmartWare software, you must install an SES driver on computers running Windows to keep the hardware popup wizard from displaying every time you connect your My Passport drive to your computer.

Note: If you install the WD SmartWare software, the SES Driver is automatically installed as well.

The following topics are included in this appendix:

Windows XP
Windows Vista
Windows 7

Windows XP

After you physically connect the drive as shown in Figure 2 on page 6, the Found New Hardware screen displays.

Installing the Driver Automatically

To install the SES driver automatically, you must be connected to the Internet.

Note: If Autoplay is enabled, two extra screens may display at the same time as the Found New Hardware screen. Close those two screens.

1. On the Found New Hardware screen, select **Yes this time only** to allow Windows to connect to Windows Update. Click **Next**.

2. Select **Install the software automatically** and click **Next**.

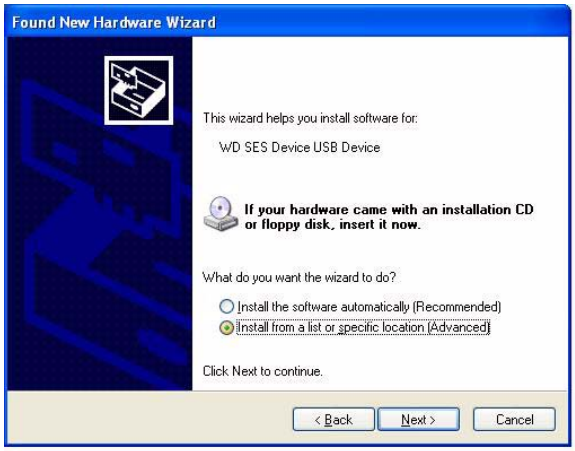
3. When installation is complete, click **Finish**.

Installing the Driver Manually

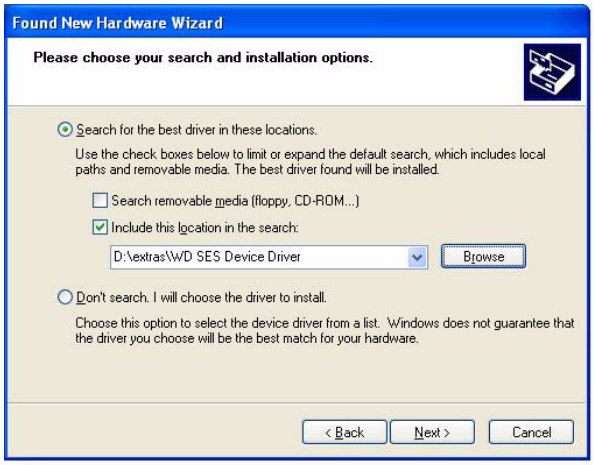
If you are not connected to the Internet, you can install the driver manually.

1. On the Found New Hardware Wizard, select **No, not this time** and click **Next**.

2. On the next screen, select **Install from a list or specific location** and click **Next**.



3. Browse to **My Computer** and double-click the WD SmartWare VCD drive, double-click the **extras** folder, and select **WD SES Device Driver.** Click **Next**.



4. When installation is complete, click **Finish**.

Windows Vista

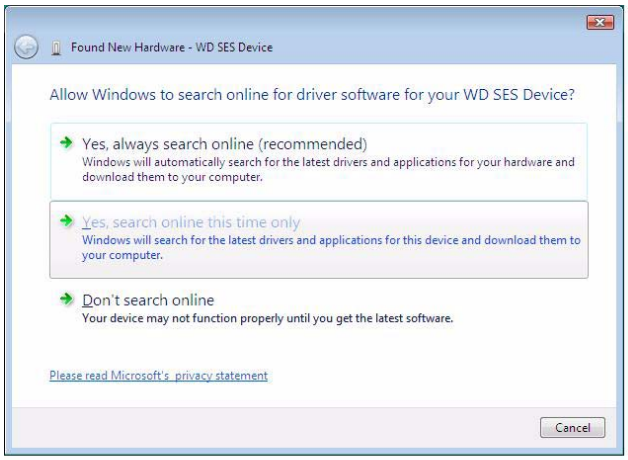
After you physically connect the drive as shown in Figure 2 on page 6, two or three screens may pop up, depending on your computer setup.

Installing the Driver Automatically

To install the SES driver automatically, you must be connected to the Internet.

Note: If Autoplay is enabled, two extra screens may display at the same time as the Found New Hardware screen. Close those two screens.

1. On the Found New Hardware screen, click **Yes, search online this time only**.



The driver is automatically installed.

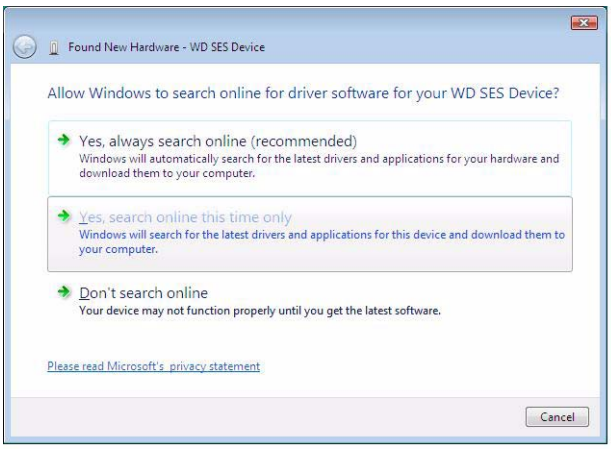
Installing the Driver Manually

You might want to install the SES driver manually, for example, if you are not connected to the Internet.

Note: If Autoplay is enabled, two extra screens may display at the same time as the Found New Hardware screen. Close those two screens.

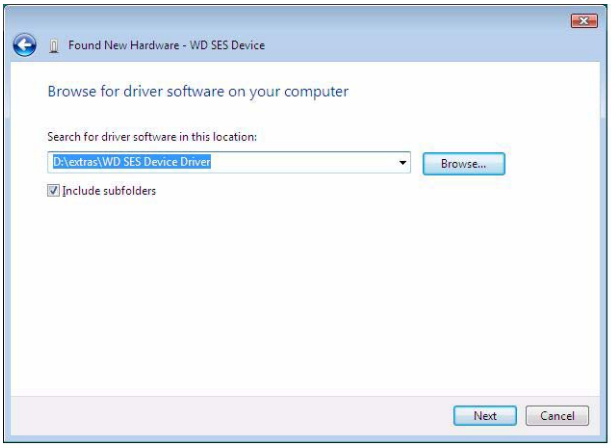
1. On the New Found Hardware - WD SES Device wizard screen, click **Locate and install driver software**.

2. On the next New Found Hardware - WD SES Device wizard screen, click **Don't search online**.

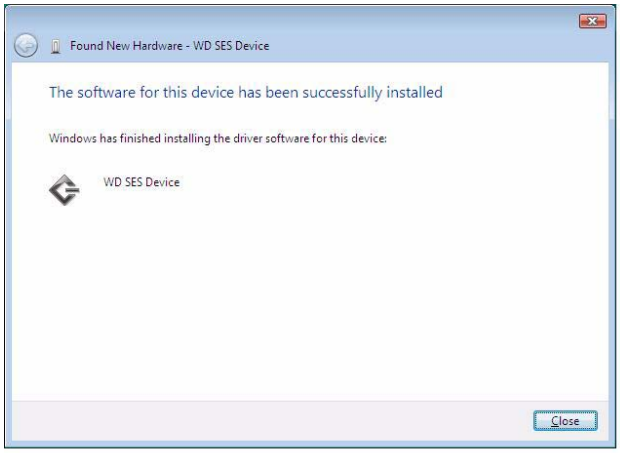


3. On the Install the disc that came with your WD SES Device screen, click **I don't have the disc**. **Show me other options**.

4. Browse to **Computer**:
   a. Double-click the WD SmartWare VCD drive.
   b. Double-click the **extras** folder.
   c. Select **WD SES Device Driver**.
   d. Click **Next**.



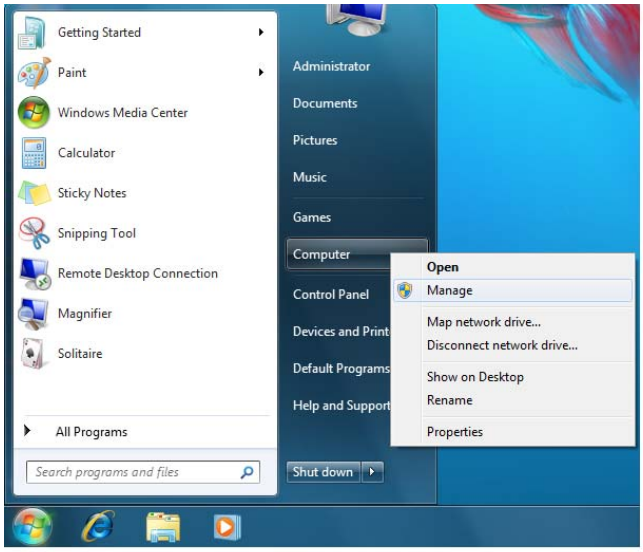
5. When the installation is complete, click **Close**.



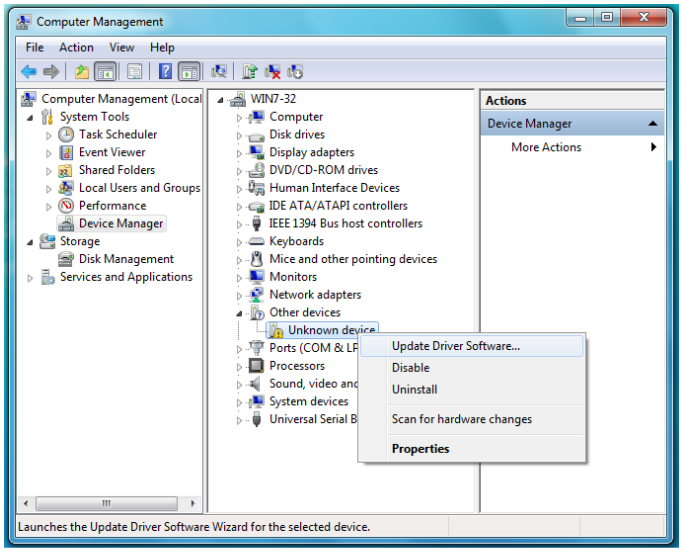
Windows 7

After you physically connect the drive as shown in Figure 2 on page 6, you can install the SES driver.

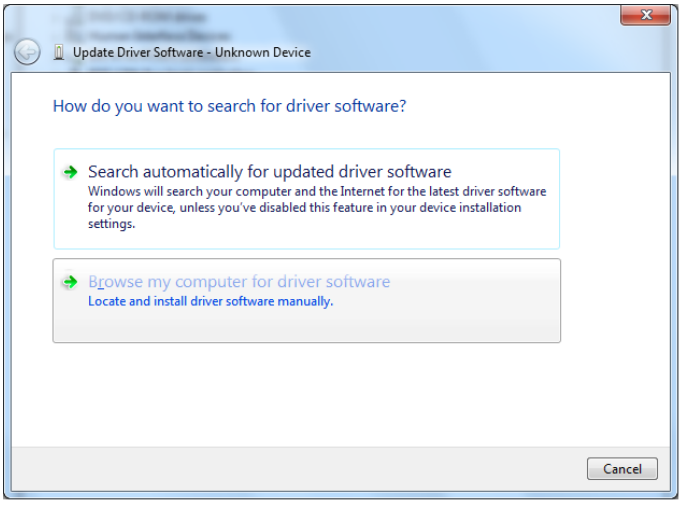
1. Open **All Programs** and click **Computer > Manage**.



2. Under **Computer Management (Local)**, click **Device Manager > Unknown Device** and right-click **Update driver software**.

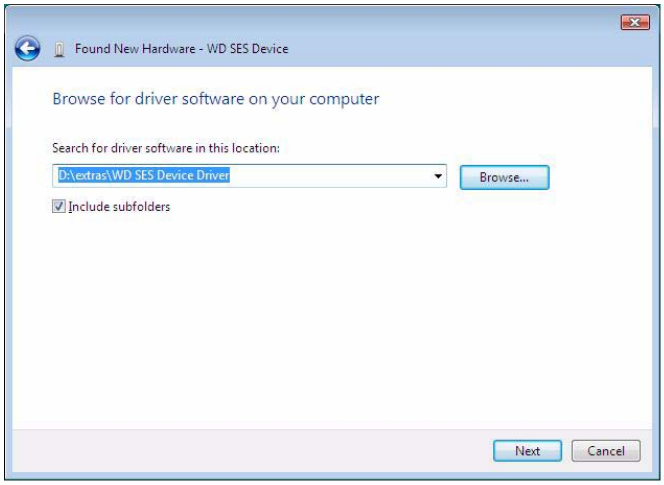


3. Click **Browse my computer for driver software**.

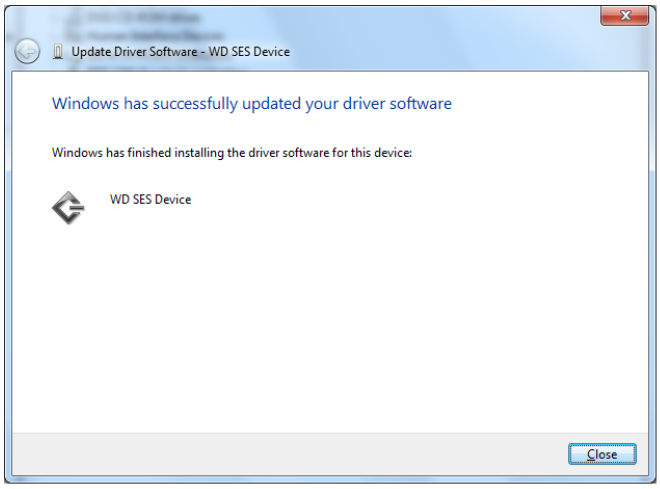


4. Browse to **Computer:**
   a. Double-click the WD SmartWare VCD drive.
   b. Double-click the **extras** folder.
   c. Select **WD SES Device Driver**.

d. Click **Next**.



5. When installation is complete, click **Close**.



B

Compliance and Warranty Information

This appendix includes the following topics:

Regulatory Compliance
Environmental Compliance (China)
Warranty Information

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme ICES-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at WD Europe.

KCC Notice (Republic of Korea only)

기종별	사용자 안내문
B급 기기 (가정용 정보통신기기)	이 기기는 가정용으로 전자파적합충족을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Class B Device 1 Please note that this device has been approved for non-business purposes and may be used in any environment, including residential areas.

Environmental Compliance (China)

部件名称	有毒有害物质或元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
防震支架 (L1, L2, R1, R2)	O	O	O	O	O	O
橡皮脚垫 (4 片)	O	O	O	O	O	O
机箱外皮壳与镜片	O	O	O	O	O	O
机箱贝壳	O	O	O	O	O	O
硬碟/电路板组合	X	O	O	O	O	O
迷你 USB 缆线	O	O	O	O	O	O

O: 代表此种部件所用的均质材料中所含的该种有毒有害物质均低于 SJ/T 11363-2006 规定的限量。
X: 代表此种部件所用的均质材料中所含的该种有毒有害物质均高于 SJ/T 11363-2006 规定的限量。
(在此表中，企业可能需要根据实际情况对标记"X"的项目进行进一步的技术性解释。)

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at *support.wdc.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *support.wdc.com*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific

alteration is within the scope of the applicable instructions, as found at *support.wdc.com*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Index

A
Accessories, optional 2
Alerts, flashing icon 34

B
Backup
  about backing up files 16
  files content box 20
  procedure 18, 19
Box contents 2

C
Cables 2
CAUTION
  about erasing the drive 39
  about lost passwords 28
  about preventing data loss when disconnecting 35, 49
  about your unlocked drive 30
China RoHs 65
Compliance 64
Converting drive format 54
Converting the drive format 3
Creating a password 28

D
Diagnostics drive setting 37
Disconnecting the drive safely 35
Dock for drive 2
Documents file category 14
Drive
  diagnostics and status checks 41
  eraser, setting 37
  handling precautions 4
  sleep timer 39
Drive formats 3
Drive Settings
  diagnostics 37
  drive eraser 37, 39
  file history 35
  registration 37
  security 28, 37
  sleep timer 37, 39

E
Environmental compliance, China 65
Erase Drive screen 39
Erasing the drive 39
  CAUTION about erasing the drive 39

F
FAQs 54
FCC Class B information 64
File
  categories, defined 14, 17
  history, drive setting 35
  history, screen 22
Flashing icon alerts 34
Formatting the drive 54
Full Media Scan 41

H
Handling precautions 4
Hardware 2
HFS+J format 43

I
ICES-003/NMB-003 compliance 64
Icon alerts 34
Info/online help, viewing 15
Installing the drive 6

K
Kit contents 2

L
LEDs
  lock indicator 4
  power/activity 4
Limited Warranty 65
Lock indicator LED 4

M
Mac
  checking status 50
  dismounting drive from safely 49
  dismounting the virtual CD 49
  installing drive on 43
  opening WD SmartWare software 47
  reformatting the drive to 43
  space available 50
  temperature 50
  uninstalling WD SmartWare software 52
  unlocking the drive manually 51
  WD SmartWare icon 47
Mail file category, defined 14, 17
Micro cables 2
Movies file category, defined 14, 17
Music file category, defined 14, 17
My Passport Dock 2

N
NTFS format 43

O
Online help, viewing 15
Opening WD SmartWare software 33
Operating systems 3
Other file category, defined 14, 17
Overheating 34

P
Password protecting your drive 28
    CAUTION about lost passwords 28
Performance enhancement 45
Physical description 3
Pictures file category, defined 14, 17
Power/activity LED 4
Precautions for handling 4
Preferences options, setting 36
Preferences software setting 35
Product features 1
Product registration 4

Q
Quick Diagnostic Self-test 41

R
Reformatting the drive 3
Register Drive screen 38
Registering your drive 4, 37
Registration drive setting 37
Regulatory compliance 64
Retrieve
    about retrieving files 24
    folder, software setting 35
    folder, specifying 35
    procedure 24, 27
RoHS 65

S
Safety compliance 64
Security drive settings 37
Service 65
SES driver installation
    Windows 7 61
    Windows Vista 59
    Windows XP 56
Set
    preferences screen 36
    retrieve folder screen 36
    sleep timer screen 39
Setting the drive sleep timer 39
Sleep Timer drive setting 37
SMART Status Check 41
Software Settings
    preferences 35, 36
    retrieve folder 35
    system throttling 35
Status check 34
System
    file category defined 48
    file category, defined 14, 18
    throttling software setting 35
System compatibility 3

T
Temperature check 34
Troubleshooting 54

U
Uninstalling WD SmartWare software 40
Unlocking the drive 30
    with the WD SmartWare software 30
    without the WD SmartWare software 31
USB drive interface 4

V
Virtual CD (VCD) defined 8

W
Warranty 65
WD +TURBO 45
WD Service 65
WD SmartWare icon 33
Windows
    unlocking the drive from the virtual CD 31
Windows Vista/Windows 7
    installing drive on 9
Windows XP
    installing drive on 7

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